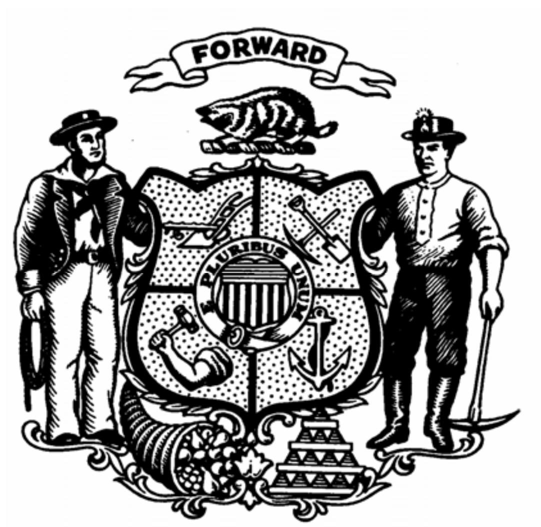
WISCONSIN HOME ENERGY ASSISTANCE PROGRAM



PROGRAM AND OPERATIONS MANUAL

DEPARTMENT OF ADMINISTRATION
Division of Energy
Energy Assistance Bureau

Revised June 2006

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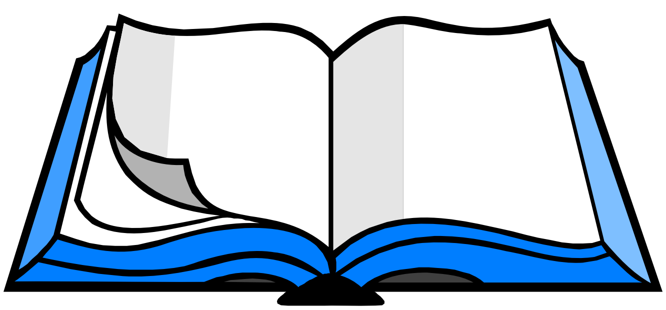
OF TERMS



CHAPTER ONE

DEFINITION OF TERMS

ADMINISTRATIVE COSTS

The general costs associated with administrating the Wisconsin Home Energy Assistance Program (WHEAP)(see General Operations in Part C Use of Funds, Chapter 2), including direct and indirect costs for:

1. Planning
2. Determining eligibility
3. Issuing benefits

AFFORDABILITY

Having the financial capacity to meet an obligation without significantly affecting the capacity of a household to meet their obligations for basic necessities of life (food, shelter, utilities, clothing, and medicine)

AGENCY

The term AGENCY, as used in this program, normally refers to the county department or tribal entity that administers WHEAP, or a subcontractor who is acting as their agent.

A **SUBCONTRACTING AGENCY** or **SUBCONTRACTOR** is an entity with which the county/tribe has entered into an agreement, in accordance with the Administrative Requirements, to perform all or a portion of the agency's responsibilities for WHEAP.

ALIEN

An alien is a person who is not a citizen of the United States. Persons are not ineligible for assistance solely because they are aliens.

INELIGIBLE ALIEN Certain aliens are ineligible for WHEAP benefits. Ineligible aliens include individuals who are residing illegally in the United States, individuals who were illegal aliens and individuals who have been admitted as lawful temporary residents under provisions of the Immigration Reform and Control Act of 1986 as revised and are ineligible to receive federal financial assistance for five years. The Immigration and Naturalization Service (INS) must determine eligibility status.

APPLICANT

The person whose name is entered in Item 4 on the application form, DOA-9549. Applicant and case head are the same and are used interchangeably for purposes of this manual. A case head must be 18 years or older, or be a minor head-of-household (see definition), or be a dependent child who meets the following exception.

Exception: A dependent child may be a case head, but only in cases where:

- All adults in the household are ineligible aliens; and
- The dependent child is either a citizen or an eligible alien; and
- The child has a Social Security Number.
- An emancipated minor over 15 may be a case head if the minor is living independently and:
    - Is married, or
    - Was married, or
    - Is principal support of a child, or
    - Has visible independent means of support and can not be claimed as a dependent on income tax of someone not in the household.

APPLICATION

The form used to apply for Energy Assistance. The Energy Services Program Application, Form DOA-9549, is the paper form version of the application.

- A COMPLETE APPLICATION is an application which has all required information entered and/or verified by the applicant, has been signed and dated by the applicant, has all required information verified by an authorized local agency staff worker, and signed and dated by the worker.
- An INCOMPLETE APPLICATION is an application that is missing one or more of the elements required to be a complete application.
- A LATE APPLICATION is an application taken outside of the heating season, or after heating/electric benefit funds for the program year have been expended. This includes all applications that are initiated after the appropriate date. Applications that

were initiated before the end of the heating season date may be eligible for heating/electric benefits provided funds remain. Applications after the heating season will receive an “outside the heating season” letter denying heating/electric benefits, but may be eligible for Crisis Assistance.

- A MINIMUM APPLICATION is an application that contains at least the applicant's name, SSN, address, signature and date. This is the minimum to be included to be considered an application for purposes of this program.
- A CREATE CASE UPDATE FORM is a system form that allows an agency to report changes that occur due to keying errors, other application errors, or new information received since the application was paid. These changes are of a nature that will not affect the original benefit by more than $10. Note: This feature is not available when the “Create Early Application” feature is available.
- An EARLY APPLICATION is an application completed and entered into the WHEAP system for the upcoming heating season before October 1st as determined by the Division. Early Applications will not be paid until the first extraction of the new heating season.

ASSISTED LIVING UNIT

A living unit where a third party assists the resident with one or more of the resident’s basic daily activities. Basic daily activities include, but are not limited to, meal preparation, food shopping, regular medical care (shots, rehab, etc), transportation assistance, house cleaning, or home maintenance.

AUTHORIZED REPRESENTATIVE

A person who has signed an Affidavit of Agent and who is listed as the authorized representative on the Authorization of Representative Form

BENEFIT(S)

The heating and/or non-heating electric assistance payments, crisis assistance payments, or crisis services.

BENEFIT FORMULAS

The formulas used to determine the amount of the heating and/or non-heating (or total home energy) assistance payments.

CARES

Client Assistance for Re-employment and Economic Support (CARES) is a statewide automated, integrated, computerized system. The CARES system supports the major economic support programs of Wisconsin Works (W2), Temporary Assistance for Needy Families (TANF), FoodShare (Food Stamps), Medical Assistance, Healthy Start, Employment and Training Programs, and the Learnfare Case Management

CASE HEAD – See APPLICANT.

CASE NUMBER

The case number is the Social Security Number (SSN) of the case head. It is the number in Item 2 of the application that is used to identify and store WHEAP cases.

CATEGORICALLY ELIGIBLE (CAT ELIGIBLE)

For a household to be Categorically Eligible, all household members must be recipients of either W-2/TANF, FoodShare (Food Stamps), or SSI in each of the preceding three months.

CO-PAYMENT AGREEMENT

An agreement between the agency, applicant, and energy supplier in which the agency agrees, as proactive services, to pay a specified amount to the energy supplier. (See Chapter 6 - Crisis Assistance.) The agency payment is contingent upon:

- The applicant making his/her agreed payment (referred to as the co-payment) to the energy supplier; and
- The energy supplier continuing to provide services to the household.

COUNTY DEPARTMENT

A county department as described under s. 46.215 or 46.22 of the Wisconsin Statutes. The terms county department or agency, county social services department or agency, county human services department or agency, and human services department or agency are interchangeable for purposes of this manual and all refer to a county department as defined by statute. For purposes of this Program county department also refers to tribes who operate the program under direct contract with the state unless specifically stated otherwise.

CRISIS ASSISTANCE

The part of WHEAP that provides assistance and/or services to households experiencing energy emergencies or which are at risk of an energy emergency.

DIRECT VENDOR – See REGISTERED SUPPLIER

DISABILITY

A self declared physical or mental impairment or a designation made by a state or federal program that:

- Substantially limits one or more of a person's major life activities; or
- Results in the person receiving either Veteran's or Social Security disability benefits.

DIVISION

The Division of Energy in the Department of Administration of the State of Wisconsin.

DWELLING UNIT

A structure, including a stationary mobile home, apartment, group of rooms, or a single room occupied by a household that has an identifiable site address such as a fire number or street address. A United States Post Office Box number is a mailing address and does not identify a dwelling unit.

EARLY APPLICATION – See APPLICATION.

EARNED INCOME TAX CREDIT

A refundable federal or state tax benefit designed to help low income workers increase their financial stability and maintain their independence from the welfare system. It is also known as E.I.T.C. For the purposes of WHEAP, it is ignored income.

ECONOMIC UNIT

A person or group of related or unrelated persons who live together in a dwelling unit and jointly share in providing or being provided for the necessities of life for the person(s) in the group. The necessities of life are shelter, heat, and utilities. NOTE: Persons living in a housing arrangement with their own room and sharing common spaces are all part of a single economic unit.

ELECTRIC BURDEN

The responsibility for providing the household for all non-heating electric used in the home.

ELIGIBILITY DETERMINATION

The process by which a family's eligibility for WHEAP is assessed. This includes the verification of documentation provided to complete an application and the certification of the correctness of an application.

EMERGENCY

The actual or imminent loss of essential home heating/electricity during the heating season, or during a declared heat emergency in the summer.

EMERGENCY SERVICES

The ~~component~~ part of Crisis Assistance that provides benefits and services to address emergencies. Emergency services are provided during the heating season for households that are experiencing actual or imminent losses of home heating/electricity. Emergency services for cooling assistance are provided during the summer months only in cases of extreme heat and with a declaration of a heat emergency. **NOTE:** Agencies may not implement cooling assistance unless a state or local public health official declares a heat emergency and authorization is given from the Energy Assistance Bureau. See Chapter 6 - Crisis Assistance.

ENERGY BURDEN

The responsibility for providing home energy including home heating and home electricity. For example, a household may purchase fuel from a fuel supplier, make undesignated payments in the form of rent, or may heat with wood, etc.

ENERGY EDUCATION

The process whereby individuals and households learn to make choices to use energy efficiently, improve their indoor comfort, and become aware of how their behavior affects energy consumption, energy cost, and health and safety within their homes.

ENERGY NEED

The energy needs of a household are determined by taking into account both the energy burden of a household and the composition of the household having members of vulnerable populations. Vulnerable populations include very young children, individuals with disabilities, and older individuals.

ENERGY SYSTEM (WHEAP SYSTEM)

The WEB based Internet accessed computer system also referred to as the Wisconsin Home Energy Assistance Program System. The Energy System is used to communicate information between local agencies and the Bureau, to assist in eligibility determinations, to maintain records of cases, and assist in the distribution of Energy benefits to low income applicants.

FLEX DOLLARS

Dollars shown on the gross wage pay stub of the client used for health insurance premiums that would not otherwise be available to the applicant.

FUEL SUPPLIER

A fuel supplier is an individual, partnership, or corporation in the business of supplying energy to customers. Landlords, trailer park owners, and other persons who purchase home energy from a fuel supplier to provide tenants or homeowners with home energy are not considered fuel suppliers.

GOVERNMENT ASSISTED HOUSING

Housing where tenants pay less than the full costs for their residence because the federal, state, or local government pays a portion of their rent and/or heat and/or electric. The 'rent' amount is calculated for the tenant based on income. Government Assisted Housing includes rental assistance, rent credits, subsidized housing or any program listed in the most current State of Wisconsin Inventory of Federally Assisted Rental Housing and Housing Authority Directory.

HEATING/ELECTRIC ALLOWANCE

The portion of a subsidized housing resident's rent applied to heating and/or electric costs, or the amount of rent reduction the resident receives to permit the resident to directly pay heating and/or electric costs. This amount is counted as income. If the housing authority only provides a 'Utility Allowance,' agencies shall count as income 1/3 of the utility allowance for heating and 1/3 for electric.

HEATING BURDEN

The responsibility for providing all energy used for home space heating.

HEATING/ELECTRIC COSTS

The costs of any source of heating/electric in a dwelling unit used for residential purposes. All heating/electric costs for commercial, business, or any purpose other than the dwelling unit of the applicant are excluded.

HEATING SEASON

The period from October 1st through May 15th.

HIGH RISK HOUSEHOLD

A household with past due fuel bills and/or a household at risk of actual or imminent loss of essential home energy. This may be indicated by disconnect notices, high fuel costs compared to household income, etc.

HOME ENERGY

All fuel sources used in a dwelling unit. It includes all heating costs and non-heating costs. Non-heating costs are often referred to on utility bills as base-load costs (the base costs before heating costs are included).

HOMELESS

An individual who lacks a fixed, regular and adequate nighttime residence or an individual who has a primary nighttime residence that is:

- a supervised publicly or privately operated shelter designed to provide temporary living accommodations; or
- an institution that provides temporary residence for individuals intended to be institutionalized or
- a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

HOUSEHOLD

Any person or group of persons living together in a dwelling unit on the application date, who are an economic unit and directly purchase home energy or make undesignated payments for energy in the form of rent. See DWELLING UNIT and/or ECONOMIC UNIT.

HOUSEHOLD MEMBER

Is anyone who on the date of application

- is permanently living in the household; or
- has been out of the home for less than two months and
- the applicant certifies the person is expected to be back in the household within two months.

INCOME

All monies received by a household. See Chapter 3 - Eligibility for an explanation of which monies are counted as income and which are ignored.

INELIGIBLE ALIEN – See ALIEN.

INELIGIBLE DWELLING UNIT

Ineligible dwelling units are mobile shelters, and structures or other shelters not used for year-round human habitation. Examples of ineligible dwellings include recreational vehicles (RVs), tents, campers, cars, and trucks.

INTAKE

The process of taking an application to be used for determining eligibility for assistance.

INTERACTIVE INTERVIEW

An interview with the client answering questions as the information is being entered into the WHEAP System.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

The federally designated Low Income Home Energy Assistance Program under 42 U.S.C. 8621. The program provides benefits and services to assist low-income households with the costs of energy used for home heating. This federal program has also been referred to as the Low Income Energy Assistance Program. -

NOTE: The Division of Energy calls the total program the Wisconsin Home Energy Assistance Program (WHEAP). WHEAP includes the federally funded LIHEAP program and the Wisconsin Public Benefit program. See PUBLIC BENEFITS

MINIMUM APPLICATION – See APPLICATION.

MINOR AS HEAD-OF-HOUSEHOLD

A person under age 18 who is living independently and:

(1) Who is married or
(2) Who has been married or
(3) Who is the principal support of a child or
(4) Who has visible independent means of support and can not be claimed as a dependent on income tax of someone not in the household.

Also see definition for APPLICANT.

MOBILE HOME

A vehicle designed to be towed to a permanent residential site as a single unit or in sections and is equipped and used, or intended to be used, primarily as a dwelling, with walls of rigid uncollapsible construction.

NON-HEATING COSTS

The portion of the home energy costs not connected with heating the living space, usually these are electric costs. The costs for lighting, cooking, drying clothes, refrigerators, etc are included in the non-heating costs.

OUTREACH

The activities undertaken to insure households with the greatest needs receive WHEAP benefits. It includes informing potentially eligible persons about WHEAP, encouraging them to apply, and assisting them with the submission of an application.

PASS INTEREST

The interest on SSI Plan for Achieving Self Support (PASS) accounts.

POVERTY LEVEL

Household income in relation to family size established by the federal government.

PRIMARY HEATING FUEL

The type of fuel the household customarily uses to heat their home. If more than one fuel type is used in the home, the primary heating fuel is the fuel used the most by the household to heat the home.

PROACTIVE SERVICES

The part of Crisis Assistance that provides identification of and assistance to high-risk households. Proactive services are provided year-round.

PUBLIC BENEFITS

Public Benefits were created as a portion of the "Reliability 2000" bill signed into law on October 27, 1999, the 1999-2001 Wisconsin State Budget, Wisconsin Act 9, s.16.957, Utility Public Benefits.

RECIPIENT

Applicant who has received benefit(s).

REGISTERED SUPPLIER

A registered supplier is a vendor providing fuel, or energy related products or services to participating households. A registered supplier must have an approved Vendor Agreement with the Division.

RENTER

A person who pays rent to the owner (or his/her designee) of the dwelling unit in which the person resides, and is not part of the owner's household or economic unit.

RESIDENCE

The dwelling unit the applicant is living in on the application date.

ROOM

A room may be a living room, kitchen, dining room, bedroom, family room, den, study or other. It does not refer to bathrooms, entryways, unfinished basements, hallways, unheated attics and porches, closets or areas occupied by persons who are not part of the applicant's economic unit. Space used only for commercial/business purposes is not to be considered a room for WHEAP purposes.

ROOMER

Person(s) who rents a sleeping room from the building owner. A roomer does not have a separate site address from other occupants of the building. A roomer does not share in providing, or being provided for, the necessities of life with other residents of the structure. Heat and non-heat energy use is included in the room rent. Persons living in a housing arrangement with their own room and sharing common spaces are not roomers.

ROOMING HOUSE

A structure in which one or more single sleeping rooms is rented to an individual(s) not part of the economic unit of other residents of the building. Heat and light are included in the rent.

SELF-EMPLOYMENT INCOME

Income, including farm income, received directly from one's own business rather than as an employee with a specified salary or wage from an employer. Self-employment is defined as the development or operation of a trade, a business, an enterprise, or a profession for the purpose of producing income. It generally takes the form of a sole proprietorship or partnership.

SPOUSE

A person who is defined as married under Wisconsin law.

STATE

The State of Wisconsin.

SUB CONTRACTOR – See AGENCY.

SUBSIDIZED HOUSING

Programs operated under the U.S. Housing Act of 1937, the National Housing Act, Section 101 of the Housing and Urban Development Act of 1965, Section 202 of the Housing Act of 1959, Title V of the Housing Act of 1949, or any program listed in the most current State of Wisconsin Inventory of Federally Assisted Rental Housing and the Housing Authority Directory. Also see GOVERNMENT ASSISTED HOUSING.

SUPPLEMENTAL BENEFIT

A special heating or electrical assistance payment provided in addition to, or as a second part of, the original heating or electrical assistance benefit.

TANF

See TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

Title I of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA). The federal block grant program that provides states with the authority and funding to create programs that provide time-limited assistance to needy families with children and promote work.

TEMPORARY HOUSEHOLD MEMBER

Anyone who, on the date of application, is not included in the household and who:

- has been in the home for less than two months; and
- the applicant certifies is expected to be in the home for a total of less than two months.
  DO NOT COUNT THE PERSON OR THEIR INCOME TO DETERMINE TOTAL HOUSEHOLD SIZE OR INCOME.

TRANSITIONAL HOUSING

Housing facility used to assist the movement from homelessness to independent living. Structure may be a SRO (single room occupancy) building, a congregate living facility, a group home, a regular apartment, or a single family dwelling.

WEATHERIZATION

The improvement of a dwelling unit to reduce energy consumption. It often includes the installation of insulation, and replacement or modification of the heating system.

WEATHERIZATION OPERATOR

An agency that contracts directly with the state to provide weatherization services for low-income households.

WEB SITE

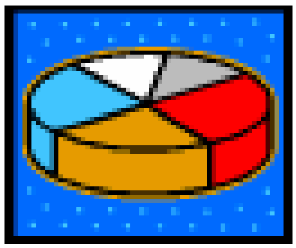
The computer site located at http://homeenergyplus.wi.gov where program information is provided, and informational notices are posted, access to the WHEAP system is available.

WHEAP SYSTEM (ENERGY SYSTEM)

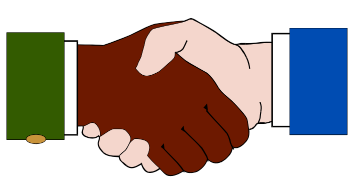
The WEB based Internet accessed computer system also referred to as the Wisconsin Home Energy Assistance Program System. The WHEAP System is used to communicate information between local agencies and the Bureau, to assist in eligibility determinations, to maintain records of cases, and assist in the distribution of Energy benefits to low income applicants.

CHAPTER
TWO

ADMINISTRATION



AND
OUTREACH



CHAPTER TWO

ADMINISTRATION AND OUTREACH

I. ADMINISTRATION

A. COUNTY RESPONSIBILITY

The county department of social/human services or tribe is the agency responsible for the local operation of WHEAP. The agency must ensure those eligible households living within their jurisdiction are provided available WHEAP benefits and services. A county or tribe may subcontract WHEAP operations. Subcontracting does not remove or diminish the county or tribe's responsibility for the operation of the program within their jurisdiction.

B. REQUIREMENTS

The agency must comply with all requirements of federal, state and local laws, regulations and rules including all requirements in this manual and all directives of the Division. Additional program requirements are listed in the attachments of the annual WHEAP contract between the State of Wisconsin Department of Administration (DOA) and the local agency.

The following paragraphs outline minimal levels of service that must be provided.

1. PUBLIC INFORMATION

a) Identify the program as being administered by the State of Wisconsin Home Energy Assistance Program in all program materials prepared and published by the local agency.

b) Establish and publicize a telephone number where persons can call year-round for WHEAP information.

c) Provide information on transportation to application sites.

d) Publicize eligibility requirements, how to apply, location of application sites, times to apply, etc.
e) Publicize the availability of home energy assistance, crisis assistance and weatherization services.

2. OUTREACH

a) Provide outreach services to targeted population groups, high-risk households, the elderly, disabled persons, households with children under six.
b) Provide assistance with the preparation and submittal of applications by persons who are homebound.
c) Provide for an alternate outreach agency.
d) Submit to the Division by October 1st an annual written 'Outreach Plan and Strategy' explaining how your agency will reach targeted households.

3. INTAKE

a) Establish a central location for the distribution and receipt of applications.
b) Provide flexible office hours to accommodate clients who cannot apply during normal business hours.
c) Ensure that application sites are physically and geographically available for all potential applicants throughout your county.
d) Make sure all outreach sites are accessible to persons with physical disabilities.
e) Provide for an alternate intake site (as required by Federal Law). An alternate application site is a site that is not administered by a TANF agency. Note: Tribes are considered to be alternate sites.
f) The Division provides the weatherization agencies with a weekly list of clients who have received home energy benefits and/or a furnace replacement:

- Agencies should develop a working relationship with area weatherization operators to take advantage of the additional services they may be able to offer clients.
- Agencies should provide the client the name, phone number and address of the weatherization operator for their area.

4. ELIGIBILITY DETERMINATION

a) Verify application information and supporting documents and certify the application is accurate.

b) Enter applications into the energy system within 30 days of the application.

c) All applications need to be entered in chronological (date) order. Applications will be paid on first chronological application taken.

d) Applications should be complete, unless applicant withdraws or fails to provide required information.

e) Resolve application and check issuance problems.

f) **If the applicant is an employee of the agency or its subcontractor or a relative or household member of an employee, the person certifying/entering the application must be at the level of supervisor or higher.**

5. CRISIS ASSISTANCE

Provide emergency and pro-active crisis services to assist clients with home energy costs. Agencies shall develop a 'Crisis Plan' to guide the agency in managing funds and distributing benefits and services. These services include but are not limited to the following:

a) Respond to requests for emergency assistance within 48 hours of receiving the request.

b) If a situation is life threatening, respond within 18 hours of receiving the request. (See Chapter 6 - Crisis Assistance.)

c) Provide emergency services during the heating season.

d) Provide pro-active services year-round.

6. COORDINATION

a) Coordinate with other local agencies serving low-income persons, especially those providing energy related services. This includes, but is not limited to, community action agencies, weatherization agencies, agencies on aging, social security offices, housing authorities, and special purpose agencies providing energy assistance.

b) Prepare a local coordination plan to be submitted to the Division by the first of September each year.

c) Coordinate services with utility programs that provide services to low-income persons.

d) Coordinate with registered fuel suppliers.

7. STAFFING

Staffing must be adequate to provide the following:

a) Program information year-round on both Home Energy Assistance and Crisis Assistance.

b) Ability to take applications throughout the calendar year to assist clients with home energy needs.

c) Outreach activities throughout the calendar year.

d) Crisis Emergency Services during the heating season.

e) Crisis Proactive Services year-round.

8. RECORDS

The agency must maintain the following records as required in other sections of this manual including:

a) A record management system that retains applications and supporting documents for a period of five years from the date the application is submitted.

b) Files on all applicants including signed and certified application form(s) DOA-9549.

c) If the application is completed interactively, the client signature form must be in the client's file.

d) All records associated with the Quality Assurance/Quality Control requirements in Chapter 7.

e) Electronic files of the following are maintained on the WHEAP System:

- Registered fuel suppliers.
- Weekly check registers for payments through the heating, public benefits and crisis programs.

9. NOTIFICATIONS TO DIVISION

The county/tribe **must** provide the following information to the Division:

a) Name, address, phone numbers and e-mail addresses of persons responsible for administration and operation of the various components of the program.

b) Address(es) and telephone number(s) for client contacts and for computer-generated client notification letters.

c) Notification if a county/tribe is subcontracting, information on the subcontractor, description of the subcontracting process, and a copy of the subcontracting agreement (contract).

d) Notification of how the county is meeting the alternate intake and outreach requirements of the federal law.

e) Other general information which may be requested by the Division relative to the administration of the program.

f) Any changes to the above information must be submitted by email to our office.

10. PROCEDURES FOR WHEAP SYSTEM SECURITY ACCESS

The Director of the contracting agency (County/Tribe) must appoint a 'Contractor Administrator' who is responsible for:

- Submittal of a completed and signed Contractor Administrator form identifying the appointed Contractor System Administrator(s).
- Notification to the state system administrators (using the same form), of any changes to the initial appointment.

The Contractor Administrator (county/tribe) responsibilities include:

a. Maintenance of current WHEAP system user log-ins/ permissions/user profile information within their county [agency] including signed security agreements for each system user.
b. Creation of new WHEAP system user log-ins/permissions/ user profile information within their county/tribe [agency].

NOTE: Access for filing administrative claims (Contract Payment System) is limited to County staff only. Sub-contract agency staff are not authorized to have access to the Contract Payment System.

11. FRAUD

If fraud is suspected, collect all information available about the case. Present this to the authority in the local agency who handles fraud cases (district attorney, sheriff, etc.).

C. USE OF FUNDS

1. LIHEAP GENERAL OPERATIONS ~~(LINE 03)~~

Administrative funds may be used to pay the cost of WHEAP staff and associated costs

a. ALLOWABLE COSTS INCLUDE:

1) Staff time to accept and process applications throughout the calendar year.
2) Verifying application information.
3) Processing applications, including entering data into the energy system.
4) Processing benefit payments and denial letters.
5) Other costs not covered by crisis assistance or outreach funds.

b. ADMINISTRATIVE ACTIVITIES:

1) Supervisor and coordinator salary and fringe.
2) Travel for meetings and training.
3) Clerical support salary and fringe.
4) Supplies, services and equipment.
5) Indirect program charges.

c. OUT OF STATE TRAVEL COSTS:

Agencies wishing to have staff attend out of state conferences or training must obtain prior approval from the Division. Agencies must submit a request at least a month in advance identifying the staff person(s) they wish to send and a justification for their attendance. The justification must include estimated total costs, reference to the specific workshops/programs they plan to attend and an explanation of how this knowledge will contribute to the agency's performance or quality of work.

2. PUBLIC BENEFITS OPERATIONS

Public Benefit Operations should be used for costs of services associated with processing non-heating energy benefits.

a. ALLOWABLE COSTS INCLUDE:

1) Staff time to accept and process applications throughout the calendar year.
2) Verifying application information.
3) Processing applications, including entering data into the energy system.
4) Processing benefit payments and denial letters.
5) Other costs not covered by crisis assistance or outreach funds.

NOTE: Administrative activities may not be charged to Public Benefit Operations. (See Section 1. LIHEAP GENERAL OPERATIONS, b. ADMINISTRATIVE ACTIVITIES.)

3. LIHEAP CRISIS CLIENT SERVICES

Agencies may charge to LIHEAP Crisis Assistance funds the cost of staff salaries, fringe benefits, travel associated with providing crisis services and other costs directly related to providing crisis services.

When charging staff costs to LIHEAP Crisis Assistance funds, agencies must document staff time spent providing crisis services to clients.

Documentation must include:

- The name(s) of staff person(s) providing the service.
- Case name(s) and case number(s) of eligible household(s) receiving the service.
- Type of assistance provided.
- Date and amount of time spent by staff person(s) to provide the service.

Non-staff costs may also be charged to Crisis Assistance funds, including educational or informational materials or services provided to clients. These costs must be directly related to the provision of emergency or pro-active services to eligible households.

All non-staff costs require documentation to include:

- Description of item or service provided.
- Why the item or service is needed, including how it is used such weatherization kits, blankets, etc.
- Date and cost of item or service.

NOTE: Administrative activities <u>may not</u> be charged to LIHEAP Crisis Services. (See Section 1. LIHEAP GENERAL OPERATIONS, b. ADMINISTRATIVE ACTIVITIES)

4. OUTREACH

Agencies may charge to Outreach the cost of staff salaries, fringe benefits and travel associated with staff time spent on outreach activities. Agencies must document the use of outreach funds in one of the following ways:

- **<u>JOB DESCRIPTIONS</u>.** These must clearly state that the person will be performing outreach activities for a specific portion of their time, e.g., 100%, 50%, etc. Agencies may then charge the appropriate percentage of the staff costs, including support costs, to outreach. For example, if one person is assigned to provide outreach services for 75% of his/her time and will verify applications for 25% of the time, the agency may charge 75% of the salary to outreach with the remaining 25% being paid through administrative funds; <u>or</u>
- **<u>DOCUMENTATION OF OUTREACH ACTIVITIES PERFORMED</u>.**

  Documentation must include:
  - Name(s) of staff person(s) providing outreach activities.
  - Type of outreach provided.
  - Dates and amounts of time spent by staff person(s) to provide outreach services.

  Outreach activities include but are not limited to:
  - Providing energy information to potentially eligible groups or individuals through home visits, site visits, group meetings, etc.
  - Distributing posters, flyers or other informational material when available to potentially eligible persons.

- Providing information on eligibility criteria, application sites, etc. to local media.
- Producing and mailing information to potentially eligible persons, ensuring that the State of Wisconsin, Department of Administration, Home Energy Assistance Program is referenced on any published material.
- Coordinating with other local program offices serving persons in targeted low-income groups, including arranging for WHEAP information and/or application intake to be provided in conjunction with other programs.

NOTE: Administrative activities <u>may not</u> be charged to Outreach. (See Section 1. LIHEAP GENERAL OPERATIONS, b. ADMINISTRATIVE ACTIVITIES)

5. PUBLIC BENEFITS CRISIS CLIENT SERVICES

When funding is made available, the use is the same as for LIHEAP Crisis Client Services. Additionally, these funds may be only used for those clients whose electric utility participates in the State Public Benefits program.

NOTE: Administrative activities <u>may not</u> be charged to Public Benefit Crisis Client Services. (See Section 1. LIHEAP GENERAL OPERATIONS, b. ADMINISTRATIVE ACTIVITIES.)

7. CRISIS BENEFITS

Crisis Benefit allocations (LIHEAP and Public Benefits) are not included in the contract budget because they are tracked on the WHEAP system. The Division makes crisis allocations to each WHEAP agency which usually include two parts, Crisis Client Services funds and Crisis Benefit funds.

8. BUDGET TRANSFERS

Transfers of funds from one budget line to another are not allowed, except as detailed below.

Agencies may request to transfer funds from LIHEAP Crisis Services to LIHEAP Crisis Benefits. Agencies may request to transfer funds from Public Benefit Crisis Services to Public Benefits Crisis Benefits. All requests to transfer funds must be in writing, email is acceptable, and approved by the Bureau.

D. SUBCONTRACTING

County departments of social/human services and tribes are responsible for ensuring that eligible households living in their county/tribe have WHEAP benefits available to them. These entities may, if desired, subcontract all or a part of WHEAP.

County agencies that subcontract all or part of WHEAP must follow the appropriate procurement procedures in selection of the subcontractor. **Note:** The Division does not require that it approves the subcontracting agency or require that the subcontractor itself be approved. The Division requires that agencies notify the Energy Assistance Bureau of any subcontracting agencies and provide the Division with a copy of their contract with the subcontractor.

If WHEAP is subcontracted, the county/tribe must provide the Division with notice that:

- WHEAP has been subcontracted; and
- Name, address, e-mail address and telephone number of entity providing subcontracted WHEAP services; and
- Name, address and telephone number of contact person or WHEAP coordinator at the subcontracting agency.

The subcontracting agreement must, at a minimum, include the following:

- Indication of responsibility for keying and querying applications (including Crisis Assistance data and Outreach data);
- Agreement that the county department of social/human services will forward to the subcontracting agency all documents and messages (including electronic messages);
- Indication of method for distributing forms, pamphlets and other material to subcontracting agency;
- Agreement that county department of social/human services will provide the following services to the subcontracting agency;
- Agreement that the county provides assistance to the subcontracting agency via a method to verify required income information, which may include the use of CARES or a similar system.
- TPQY (Third Party Query) procedures for verifying Social Security and SSI income.
- Procedures for verifying TANF/W2 income and other Income Maintenance program documentation.
- Procedures for applicants to use in applying for SSNs.
- Procedures for verification of Alien status through INS.

E. REIMBURSEMENT OF FUNDS

Funds for LIHEAP General Operations, Public Benefits Operations, LIHEAP Crisis Client Services, and Outreach are allocated to counties and tribes through a direct contract with the Department of Administration (DOA).

Expenditures for LIHEAP Local Operations, Public Benefits Operations, LIHEAP Crisis Client Services, and Outreach are claimed for reimbursement by counties and tribes on the WHEAP

Contract Payment System. Only staff with appropriate security clearance can access the WHEAP Online Payment System.

Emergency furnace replacement and repair expenses are paid directly to the heating contractor providing the service. Payments to heating contractors are based on information resulting from expenses reserved and entered in the system by selecting "Add new furnace data".

NOTE: Furnace replacement/repair funds are <u>not</u> allocated to counties or tribes. They are reserved and paid on a case-by-case basis. (See Chapter 7 -Furnace Repairs and Replacement).

F. ADMINISTRATIVE HEARINGS

The procedures for the Wisconsin Home Energy Assistance Program appeals by applicants or prospective applicants, including the administrative hearing procedures, are as follows: The client has the right to apply for Energy Assistance benefits and to receive a payment or a letter of explanation within 45 days from the date the client completes the application process. If the client believes his/her application has been incorrectly denied or his/her payment is incorrect, the client may request a fair hearing by contacting the local agency where he/she applied or by writing to:

Wisconsin Department of Administration
Division of Hearing and Appeals
PO Box 7875
Madison, WI 53707-7875

If the client believes he/she has been discriminated against in any way, the client may file a complaint by contacting the 504 Coordinator of the agency where he/she applied or any person authorized by the agency to receive discrimination complaints. The law prohibits discrimination based on: race, color, national origin, sex, age or disability.

G. MONITORING

WHEAP monitoring of heating and non-heating assistance, crisis assistance, furnace replacement and repairs, outreach, and alternate intake and outreach is conducted on both the local agency level and the state level.

H. LOBBYING RESTRICTIONS

WHEAP funds may not be used to influence federal contracting nor financial transactions. This restriction includes, but is not limited to, the following activities:

- Agencies may not use federal funds (including LIHEAP) to pay a person(s) to lobby on their behalf with the Executive or Legislative Branch in connection with the award of a specific contract, grant or loan.
- Agencies receiving more than $100,000 in federal funds per year must file with the US Department of Health and Human Services an annual statement certifying that they will abide by these restrictions.
- The web site for form for agencies to disclose lobbying activities: www.whitehouse.gov/omb/grants/sflllin.pdf.
- Agencies must disclose any payments made to a person(s) lobbying, as defined above, even if no federal funds are used to make the payment. The form for this can be found at web site #2 in the appendix of this manual.

II. OUTREACH

Agencies are required to provide outreach services to maximize participation of eligible persons for WHEAP benefits. Outreach activities must target households with disabled persons, elderly persons, children under six or persons working at low-wage jobs (working poor). Agencies are required to report where each application was taken. The outreach indicator is question number 1 on the paper and system application. The outreach indicators are:

- Local Agency - Application is taken at the main county/tribal office for the agency's WHEAP operations.
- Home Visit - Application is taken in the client's home.
- Alternate Site - Application is taken at a site other than the local agency. For WHEAP purposes, consider tribes, subcontractors, elderly meal sites and other outreach locations as alternate sites.
- Mail/Phone - Applications that are either mailed to the agency, ~~or~~ taken interactively over the phone, or use a combination of phone and mail.

Agencies are obligated to ensure that persons with limited English proficiency (LEP) have meaningful and equal access to benefits and services. This assistance goes beyond provision of brochures in Spanish, Hmong, or another language. As some individuals may not read English, or any other language, the agency must have a mechanism to communicate orally with people with limited English proficiency.

Agencies may establish interagency agreements with other low-income program offices to perform their outreach activities to targeted groups.

Federal Law states that all agencies must provide an alternate application site that is not administered by the local agency that also administers W-2/TANF. Alternate sites must be physically and geographically available to the targeted population.

Agencies must provide the following activities:

- Assist applicants with the gathering of needed documentation, including sorting documents, explaining what is needed, etc.

- Assist applicants with the completion of their portion of the paper application form.
- Arrange an early application period for persons in targeted groups and high-risk households.
- Provide information directly to targeted applicants, i.e. assisting applicants with the understanding of the application form, translation of material, interpretation services for deaf, reading services for blind, etc.
- Set up WHEAP application sites that are accessible to targeted households.

NOTE: Agencies are required to submit the "Outreach Strategy Plan". The plan will be due October 1 of each heating season. The form is available from the Home Energy Plus web site. Agencies will need to inform the Division how they are identifying and enrolling eligible households in their communities.

A. Local Referrals/Coordination:

Agencies are encouraged to coordinate efforts with other local agencies serving low-income households and/or providing energy assistance. Agencies should have a directory of local agencies and the services they provide. This includes working with the vendors who are not participating in Public Benefits. Agencies are required to prepare a Local Coordination Plan to be submitted to the Division by September first each year.

B. Outreach Information:

The Division prints a variety of informational materials that are useful for outreach functions. Agencies are sent an initial supply of brochures and checklists. Additional supplies of state prepared documents can be ordered from the Division. Orders should be submitted on the Energy Assistance Forms/Publications Request Form that can be found on the Home Energy Plus web site under WHEAP Grantee Information, or email request to heat@wisconsin.gov . Many forms and documents may be printed from the web site.

Agencies may develop, print and publish their own informational material. Any program materials prepared by the local agency should identify the program as being administered by the State of Wisconsin Home Energy Assistance Program.

CHAPTER THREE

PROGRAM ELIGIBILITY

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PROGRAM ELIGIBILITY

A. GENERAL ELIGIBILITY RULES

1. Financial and non-financial eligibility are based on the existing household composition and circumstances on the day the client applies for energy assistance.
2. WHEAP eligibility requirements are divided into non-financial and financial requirements. The applicant must meet both sets of requirements to be eligible for Home Energy Assistance.
3. A household may apply several times during the heating season. Households have the right to apply at any time, regardless of whether or not the program has ended. For an application to be considered for regular heat/electric benefits it must be initiated before the end of the heating season. A household and its members are eligible for only one heating and one electric benefit per heating season. Each application must have a signature on the client certification page—signatures on withdrawn and denied applications may not be used for a new application.
4. Eligible households can receive one regular heating and/or electric benefit providing funds are available during the heating season and the application is initiated before the end of the heating season.
5. Applications are to be entered/processed in the chronological order they have been received. The application completed with the first chronological date, from applicants who file more than one application at one application site or at different application sites, will have precedence in processing.
6. Applications from households who have been paid, will only be considered if:

   a) The applicant was denied a heating or electric benefit; and

b) The conditions leading to denial of that benefit (heat or electric) have changed to make the applicant eligible for the denied payment.

6. There is no entitlement to crisis assistance benefits. A household may be eligible for Crisis Assistance based on circumstances that exist at the time of application. For additional information see Chapter 6 - Crisis Assistance.

B. Non-financial eligibility:

1. Residence

a) General

A person who lives in Wisconsin and makes Wisconsin his or her principal residence meets the residence requirement, regardless of length of stay. They must also intend to remain in Wisconsin. A person must apply for energy assistance at the agency in the county where they live. Applicants who receive LIHEAP assistance in another state during a heating season are not Wisconsin residents for the same heating season. All households must apply through the local agency in the count/tribe where they reside. The address must be where the applicant resides at the time of the application.

Applicants living in a car, government institutions, halfway houses, nursing homes, recreational vehicles (RVs), and tents do not reside in an eligible dwelling unit and are not eligible for benefits. Dwellings used only as seasonal homes, or second homes, are ineligible dwelling units--a dwelling is not seasonal, or a second home, if the residents use the home as their primary residence.

Note: Households containing a member who was head of household, or case head, on another paid application during the heating season are not eligible for heating/electric benefits.

b) Roomers

A person who rents a sleeping room from the building owner. A roomer does not have a separate site address from other occupants of the building. A roomer does not share in providing, or being provided for, the necessities of life with other residents of the structure. A roomer is a person who has proof of a permanent address, but occupies a single room within the rooming house. A roomer in a single family structure must verify he or she is not part of the economic unit of the other tenants of the structure. Persons living in a housing arrangement with their own room and sharing common spaces are not roomers.

c) Homeless

A homeless client who has proof of a permanent address to move into may be eligible for a home energy benefit if the following conditions are met:

- Verification of a permanent address to move into. This should be verified by the lease agreement, phone call to the landlord or information from a homeless shelter.
- The client must have selected a vendor to provide service in their new residence.
- If the homeless client can not secure a home energy account due to large arrearages on a past account or does not have the money for a deposit, pro-active services may be applied to their past due account to assist them with securing connection services with a home energy account.

It may be necessary for agencies or a homeless shelter to assist the client in gathering information or obtaining a current vendor and an account number.

d) Aliens

Aliens may be eligible or ineligible. The Immigration and Naturalization Service (INS) must determine eligibility status. Ineligible aliens do not meet the residence requirement.

Eligible aliens will have an INS number, INS documentation (Green Card for example), and a Social Security Number. **Note: Some ineligible aliens may also have all this documentation.**

2. **Social Security**

   A Social Security number (SSN) is required for the case head and all persons in the household, regardless of age. A person who does not have an SSN must apply for one from the Social Security Administration.

   An agency must assist applicants to obtain SSNs according to the procedure used at the local office. The web site for SSN application form and instructions for applying for a new social security number can be found at:
   http://www.ssa.gov/online/forms.html

   Heating and/or non-heating assistance benefits will not be paid if, within 30 days from the date of application, the case head has not supplied SSNs for all household members. A denial letter stating that all information was not provided will be generated after 30 days. The entire household is ineligible for Energy Assistance if any member fails or refuses to provide or verify their SSN or does not provide proof of application for a SSN.

   SSNs can be verified by viewing the SSN card, CARES, another federal form or other acceptable proof. For an infant over 60 days old an SSN MUST be provided. An infant under 60 days old without a SSN, proof of submission of an application for a number must be provided for an infant to be eligible. A pseudo number MUST be used for the SSN of an infant under 60 days of age who has applied but has not received their number.

Note: Intentional invalid SSN entry is unacceptable. You must use the WHEAP pseudo formats. When a household member exists and the case head is unable at the time of application to provide the worker with SSN:

1) Enter the household member, leaving the SSN field blank, and
2) Leave the application in Incomplete/Hold status until the SSN is verified.

Pseudo numbers are used for infants that have not yet received an SSN from the SSA, for religious convictions and Ineligible Aliens:

- The pseudo number to be assigned for an infant is the number 8 followed by the month of birth, the day of birth and the four-digit worker number. For example: a baby born on October 11, who has applied but does not have his/her number assigned would be:

  810-11-(4 digit worker #) In the case of twins, change the last digit of the worker's number by 1.

An application comment **must** be added to the system to indicate that proof of submission for a number was provided or that the agency assisted in applying for one.

Applicants who will not apply for SSNs due to religious convictions should be:

1.) Asked for the number supplied by the IRS, or
2.) Given a pseudo number of 800-(county number)-(mmyy) where the (mmyy) is the month and year of the application date. If there is more than one household member, add "1" to 800 so the next number would be 801-(county number-(mmyy) and so on.

Note: An application comment **must** be added to the system to explain the reason.

Use an Ineligible Alien's SSN if they have been assigned a number. If an Ineligible Alien~~s~~ does not have a SSN, the SSN is entered as a pseudo number of 800-(county number)-(mmyy) where (mmyy) is the month and year of the application date. If there is more than one ineligible alien, add "1" to 800 so the next number would be 801-(county number-(mmyy) and so on.

3. STUDENT HOUSEHOLD ELIGIBILITY

WHEAP applicants are considered students if they are enrolled in an institution of higher education that requires a High School diploma or an equivalency certificate (i.e. Universities, colleges, technical, trade, vocational schools and schools for the physical or mentally disabled).

An applicant enrolled in school half-time or more will be eligible for an energy assistance benefit only if one of the following criteria is met:

1.) The applicant is physically or mentally disabled (disability must be verified, i.e. Veteran's or Social Security Disability benefits); or
2.) The applicant is receiving W-2/TANF cash benefits; or
3.) The applicant or their spouse (if married) is financially responsible for a child under the age of 18 who is living in the same household, or
4.) Applicant lives with spouse who is not a student; or
5.) The applicant is currently working an average of 20 or more hours per week for at least minimum wage.
6.) The applicant is a full time student receiving extended Unemployment Compensation Benefits enabling the applicant to be a full time student.

An applicant who does not meet any of the above student non-financial eligibility requirements is not eligible for WHEAP benefits.

4. Energy Burden

To be eligible for Energy Assistance, the household must have an Energy Burden. The economic unit must be responsible for providing home energy including home heating/electricity. (See Chapter 1) Table 3.1, Energy Burden, provides examples of situations and determinations of energy burden.

STATE PUBLIC BENEFITS ELECTRIC BURDEN

For a client to be eligible for an electric benefit on their energy application, a relationship with an electric vendor that is participating in the State Public Benefits Program must exist.

NO ENERGY BURDEN

The following persons **DO NOT** meet the energy burden requirement:

1) Applicants who have no responsibility for heating/non-heating because the costs are being paid in full directly to the fuel supplier (or landlord, if heat /electric is included in rent) by a government program.
2) Applicants residing in government assisted housing (subsidized housing) or receiving rental assistance and heat and/or electric included in their rent are ineligible for the corresponding heating and/or electric assistance. If they pay the heating or electric bill sent by the fuel supplier, they may be eligible for the energy costs that they pay directly.
3) Renters who pay neither rent or heating/electric costs because of an in-kind rental agreement.
4) Tenants of group homes where all of the costs of care are paid by a local, state or federal agency, or charitable

organization. This includes halfway houses, assisted living facilities, CBRF or foster homes.

5) Residents of medical or correctional institutions including nursing homes, government institutions or jail.

6) Tenants of halfway houses, transitional housing, assisted living facilities, and similar facilities that pay a portion of their maintenance, or care, have no energy burden unless they pay all of their food and shelter costs.

GENERAL RELIEF AND ENERGY BURDEN

WHEAP funds are not to be used to offset or reimburse General Relief (GR) payments for energy cost. A GR recipient is considered to have an energy burden when GR makes a:

1.) Flat cash payment to the recipient; or
2.) Partial payment by voucher for heat and shelter; or
3.) Received full payment of energy costs by GR but have since reimbursed the GR agency for the full payment If reimbursement occurs after a denial of the original application, the client may reapply and must complete a new application.

TABLE 3.1

ENERGY BURDEN

APPLICANT RELATIONSHIP TO VENDOR	HAVE AN ENERGY BURDEN	TYPE OF PAYMENT
Pay an electric/heating vendor directly for costs	Yes	Designated vendor will receive a payment.
Heat/Electric is included in rent	Yes	Applicant will receive a single party check based on "0" (proxy) heat/electric costs.
Heat/Electric is paid to the landlord or trailer park owner	Yes	Applicant will receive a single party check based on "0" (proxy) heat/electric costs.

Applicant lives in a mobile home and gets electricity through an extension cord from a neighboring residence	No	Applicant does not have a relationship with the vendor and will not receive an electric benefit.
Applicant has a separate meter/account for his or her residence - someone else pays the bill. (Assumes an electric/heat burden exists even if the bill is paid by another person)	Yes	Applicant has a relationship with a vendor; designated vendor will receive a payment that can be based on actual fuel costs for the residence.
Applicant has the account name listed in a non-household member's name.	Yes	Applicant is determined to have a relationship with a vendor. Enter "0" for fuel costs, the system will base the benefit on proxy fuel costs and the payment will be sent to the designated vendor. The benefit amount will be applied to the account name and number that is reported on the application. Exceptions: Account name is in a deceased spouse or a guardian's name, actual energy costs can be used.
Applicant rents. Heat/ electric is not included in rent. Account is in the landlord's name. Tenant pays landlord or energy provider.	Yes	Applicant will receive a single party check based on "0" (proxy) heat/electric costs.
Applicant lives in a residence where there is a shared meter/account with another residence, the client does not have heat/electric included in their rent nor do they pay any heat/electric costs to anyone.	No	Applicant is not eligible for a payment and will not receive a payment
Agricultural, business, or industrial activities on the same meter/account as the applicant's residence.	Yes	Designed vendor will receive a payment based on zero (proxy) electric cost.

Applicant lives in a residence where there is a shared meter/account with another tenant and applicant pays the other tenant an amount for the heat/electric bill.	Yes	Applicant will receive a single party check based on zero (proxy) heat/electrical costs.
Applicant heats with wood, the wood supplier is not a registered vendor or applicant cuts their own wood.	Yes	Applicant will receive a single party check for heat benefit based on zero (proxy) heat costs.
Applicant lives in subsidized housing and heat/electric is included in their rent	No	Applicant is not eligible for a payment, will not receive a payment

C. Counting Household Members

1. Household Members Included:

All persons in the economic unit are considered members of the household if they are in the household on the date of application. (See Chapter 1 for definitions of Economic Unit, Household, and Temporary Household Member.)

If the household composition changed during the three prior months, consider only the persons living in the household on the date of application. Do not count persons who may have lived in the household during a portion of the preceding three months but are no longer in the household on the application date.

NOTE: If the household includes a member who is a case head on a paid application for another household during the heating season, the household shall be ineligible for regular assistance. The household may be eligible for crisis assistance.

The following is a list of the household members who **SHOULD** be included as household members:

1.) Children of the case head or spouse of the case head living with the case head.

2.) In joint-custody cases where a child(ren) lives in more than one location, count the child(ren) in only one household. Determine the household in which children should be counted by using the following Tests **in the order listed** (If Test #1 is met, then count the children in the household where they reside more than 50% of the year; if Test #1 is not met, proceed to Test #2; if Tests #1 and #2 are not met, then proceed to Test #3; etc.):

- Test #1: Count child(ren) in the household where they reside more than 50% of the year.
- Test #2: Count child(ren) in the household where they reside more than 50% of the heating season.
- Test #3: Count child(ren) in the household, which receives child support.
- Test #4: Count child(ren) in the household where they are dependents for income tax purposes.
- Test #5: Count child(ren) in the household, which applies for WHEAP first.

2. Household members not included:

The following is a list of the persons who should **NOT** be included as household members:

1.) A temporary household member (see Chapter 1 – Definitions). Do not count the person or their income.

2.) A foreign exchange student from another country attending school on an exchange program.

3.) Foster children or foster adults that are orphaned, neglected, or delinquent who are placed for care.

4.) Roomer/Boarder: A person who rents a room in a residential structure but does not share in providing or being provided for the necessities of life with other residents of the structure.

Persons living in a housing arrangement with their own room and sharing common spaces are not roomers. The necessities of life are; shelter, heat and utilities. If the applicant rents a room to a roomer, you **DO** count the rental income from this roomer/boarder as income.

5.) Medical attendant: A person who cares medically for the applicant to allow the applicant to remain in their home, instead of a nursing home or institution. This medical attendant does not live with the applicant and does not share in providing or being provided for the necessities of life. The necessities of life are; shelter, heat, and utilities.

6.) Ineligible alien: The INS must determine eligibility status. NOTE: You do count any income this person might have. Ineligible Aliens without an SSN should have the SSN field entered as a pseudo number (see above for pseudo number format). Ineligible Aliens with an SSN should have their SSN entered as provided by the Social Security Administration. Ineligible aliens must be entered on the application (see also Chapter 4).

7.) If the case head is an ineligible alien, the entire household is ineligible. The energy system will automatically generate a letter stating that the household was denied for this reason. If there is a legal alien, or U.S. citizen, of any age in the household, the worker must encourage her/him to apply.

8.) If a household member has been called to active duty in the military and is to be out of the household for at least 60 days, the individual on military assignment should not be counted as a member of the household. The base income of this individual should not be counted. Any household support provided to maintain the household (i.e. housing allowances, allotments sent directly to the household for support) is counted as income for the household.

D. Financial eligibility:

1. INCOME LIMITS:

Financial Eligibility is based on income received in the three months prior to the date of application. The Energy Program does not have a vehicle or asset limit test for eligibility. The income test is based on 150% of the federal poverty level. The poverty guidelines can be found on the Home Energy Plus Web Site under Grantee Information. While retention of income documentation is not generally required, verification is required.

If the household's gross quarterly income is less than or equal to the income limit for its size, the household passes the income test. If the gross quarterly income exceeds the limit, the household is not eligible unless categorically eligibility criteria are met.

2. Categorically Eligibility (CE)

For a household to be determined as categorically eligible all household members must be 'cash grant' recipients of W-2/TANF, FoodShare (Food Stamps), or SSI for each of the preceding three months. <u>NOTE: SSI Child Support Supplement payments and C-Supplemental Income are cash grant SSI payments, which can be used to determine categorically eligibility.</u> Categorically eligibility status will allow a household to pass the income test if they are above the 150% of the federal poverty level and all household members are categorically eligible.

If the household member(s) does not have a first-of-the-month effective date but does have a partial month, consider him/her to have been on W-2/TANF, FoodShare (Food Stamps), or SSI for the entire month. For example: The applicant applies for WHEAP on October 1. She/he has received W-2/TANF cash benefits for all of September and August, but was not a recipient until July 15.

Consider him/her to have been a recipient for all of July. She/he passes the income test for categorically eligibility.

If some, but not all, of the household members are recipients of W-2/TANF, FoodShare (Food Stamps), or SSI or if all are not recipients for each of the preceding three months, the household is not categorically eligibility.

3. RULES FOR COUNTING INCOME:

Count all gross income received by all adult household members in the three calendar months prior to the month of application. For self-employed, seasonal workers, and farmers, see the specific directions below in sections 5, 6, and 7. Note: Do not count or enter earned income for minors under the age of 18.

If the applicant lives in sub housing and there is a heat/utility allowance, the allowance is considered income. (See Table 3.2, Income Counted for instructions on counting heating and non-heating allowances)

Allow no deductions from gross income for employment-related expenses, childcare, or for any other reason, unless listed below or specifically identified in Table 3.3, Ignored/Deducted Income.

4. CHILD SUPPORT INCOME:

a) Received in the Household:
   1) Count all child support payments received by the custodial household (parent).
   2) If a lump sum payment is made for arrears, including tax intercept income, count the amount of the payment that applies to previous three months.

b) Payments made by the Household to the custodial parent:

1) Court ordered child support payments paid by a household member/applicant are ignored and must be deducted from total household income.
2) Payments made by a household member/applicant for child support that are not part of a court order may not be ignored and must not be deducted from the household income.
3) Payments, even if court ordered, intended to pay for outstanding bills (medical or otherwise), legal costs, or other non-custodial expenses may not be ignored or deducted from income.

5. SELF-EMPLOYMENT INCOME:

IRS 1040 Forms that report self-employment are Schedule C (Business), Schedule F (Farm) and Schedule E (Rental). Use the self-employment **NET** income amount reported on the IRS 1040 tax forms for the previous year. No adjustments are required. Divide the total net annual (12 months) income from the appropriate schedule by 12 to obtain the average monthly income amounts. **PROCESS: When entering the income in the system, be sure to enter each month individually.**

When a business was not in operation for the entire previous year because it started business in that year, divide the net "annual" income from the appropriate schedule by the number of months of operation to get the average monthly income, i.e. the business started the first of the previous July; take the net annual income and divide by 6.

If a business operated for only a few months of the previous year, but was in existence for the whole year, divide the net “annual” income by 12 to get the average monthly income. Seasonal businesses would be an example of this situation.

Note: Use IRS 1040 tax forms for personal income, not income from a corporation. Consider ownership of rental property as a self-employment enterprise.

If a person had self-employment income during the three previous months, but is no longer self-employed at the time of the application, prorate the self-employment income for the months it occurred during the three previous months.

When a household has more than one-self-employment operation, the losses of one may be used to offset the profits of another self-employment operation. A self-employment loss may not off-set income from wages, etc.

If the individual is unable to provide IRS tax forms for the business/farm (when for example the taxes have not been prepared yet as in January or February) Self-Employment Income Report Forms (SEIRF) may be substituted for the tax forms. In such a case the SEIRF(s) must cover the previous 12 months. Sum the total of the SEIRF(s) and divide by 12 to calculate monthly income and enter that amount for each of the previous 3 months. The SEIRF (See Appendix for copy) should be used to report self-employment if:

- The business or farm was not in operation during the previous year and IRS tax forms are not available,

    Example: Business started in June and client is applying in November. The business operated for five months (June through October.) To determine amount of income from the business, divide total net income by 5 to arrive at amount per month and enter that amount for each of the 3 previous months.

- There has been a significant change in circumstances since tax forms were last completed:

- A person is considered to have a significant change if they file Bankruptcy under Chapter 7 of the federal bankruptcy laws. The last day of work would be the day that the bankruptcy papers are filed. Do not use last year's tax form; use the SEIRF to calculate their income.
- A person who files bankruptcy under Chapter 11 of the federal bankruptcy laws and remains self-employed is not considered to have a significant change. Base income on last year's tax return and any approved bankruptcy reorganization plan.

6. SEASONAL WORKER'S INCOME

Seasonal workers are individuals whose primary employment/source-of-income is normally for less than 12 months per year. Individuals who have regular (year round) employment and hold second jobs in seasonal businesses should not be classified as seasonal workers—use actual income from previous three months.

Seasonal workers often include those working in construction trades (except when the worker actually is employed every month of the year), school bus drivers, teachers, and others whose primary employment is less than 12 months per year. Seasonal workers may have more than one job or source of income. Count all sources of income including unemployment compensation for seasonal workers, especially if there is more than one job or source of income. Count the annual (or past 12 months) amount of each income for a source, except as indicated below, and divide by 12 to obtain the average monthly income from that source. Enter the average amount for each income source for each month.

Do not average income from child support, social security, or SSI – enter the actual income amounts for each of the previous three months for these income sources.

NOTE: Self employment losses may not be off-set by wages. When there is a loss in self employment, enter self employment as a separate income source and $0 as the amount for that source.

EXAMPLES:

A. A school teacher, with a wife and one child, is employed and paid by the school on a nine month basis, works summers as a life-guard at a local swimming area. Monthly pay for teaching is $3,500 and pay for life-guard work is $900 per month. Teacher applies during September. Calculate total annual income from all sources ($31,500 teaching is an average of $2,625 per month and $2,700 a monthly average of $225 as life-guard) results in a monthly income of $2,850. The three month income ($2,850 x 3) is $8,550.

B. An individual drives a school bus during the school year and paints houses during the summer. He applies in March for WHEAP and claims a child in the household. Based on the income tax forms the individual earned $16,200 from the school district (a monthly average of $1,350) and the schedule C shows $9,600 from the painting business (a monthly average of $800). The individual also has interest income of $330 (monthly average of $27.50.) Average monthly income is $2,177.50 (1,350+800+27.50) and three month income is $6,532.50.

7. FARM INCOME

Farm Income is treated the same as Self-employment except Schedule F is used.

8. INCOME COUNTED

TABLE 3.2

INCOME TYPES DEFINITION/DESCRIPTION
Annuities, Pensions, Retirement Pensions, annuities, veteran's disability, old-age survivors or social security benefits. These payments are scheduled and paid on a regular basis. **NOTE:** The point at which an IRA is annualized or at the time the holder is required to make withdrawals, it is counted as income. Withdrawals that are not regular and not required may be a reduction of assets, and not included as income. For IRA withdrawals 1. If the IRA account owner is 70 or older, count all withdrawals, even once a year, from the IRA as income. 2. If the IRA account owner is under 70 years of age, count as income all withdrawals from an IRA that are regular, and more frequent than once a year, for example weekly, monthly, or quarterly.
Assistance Payments • SSI • TANF/W2 -count only cash grants received. • General Relief (GR) • C-Supplemental Income • Social Security Disability benefits (SSDI)
Child Support • Count all child support payments received by the custodial household. Count only the amount of lump sum arrears payments that apply to the previous three months. • Only court ordered child support **paid** may be deducted from income. Enter under Income/Deduction Type as Child Support Paid. SEE INCOME IGNORED, TABLE 3.3 **NOTE:** Do not enter a deduction as a minus, i.e. -100.00. The system will automatically make the deduction.
Gambling or wagers Lottery winnings, Bingo, or any other income from gambling. (Count gross winnings for each of the past 3 months, do not deduct losses.)
Interest, Dividends, Royalties Count as income if the money is received/earned in any of the twelve months prior to application and a household member has access to it. Access means being able to withdraw the money. Examples of interest that might not be accessible: IRA's, CDs, etc If earnings were in any of the twelve months prior to application divide total earnings by twelve to determine the monthly amount

and enter that amount for each month. Note: Do not accept statements that show only the interest earned for the prior three months. NOTE: Schedule B of the 1040 tax return may be used.
Land Contract Count the interest as income.
Other direct payments which are a gain or benefit Regular and scheduled payments of any source of monthly income that is not classified as ignored income. • Respite Care if received as salary • Tribal per Capita, if received more than once a year. • Payments for shelter costs or normal living expenses (rent, clothing, food eaten at home).
Payments from government sponsored programs Income that is described as a benefit or a gain.
Spousal Impoverishment Income received as a result of Spousal Impoverishment income allocation provisions of ss HSS 103.07(1)(b)2, WI ADM code is direct income to the spouse. It is not used for any costs incurred by the person residing in the nursing home and all of it except the legally designated nursing home payment ($45) is counted.
Strike Benefits, worker's or unemployment benefits Money received for Unemployment Compensation in the previous three months. If the payment(s) includes an amount paid specifically for a period not in the three months prior to the application, that portion is ignored as income. Note: For seasonal workers see Section D. 6 above.
Student Income Count all earned income, including wages from employment, student stipends, work-study wages, and ROTC stipends. Do not consider scholarships, educational grants, fellowships, veterans' educational benefits, ROTC scholarships or book reimbursements as income for student(s).
Subsidized Heating Allowance and Non-Heating Allowance Residents who live in subsidized housing and pay their heating/electric directly must provide proof of their monthly allowance. Count the heating/electric allowance as income for the months it was received. • If a client moves to subsidized housing in November and applies for heating and/or electric assistance in November, none of the heating/electric allowance is counted as income since it was not received during the previous three-month eligibility period. • If a client lives in subsidized housing three months prior to application, the monthly heating/electric allowance would be used as income for all three months. • If a client can only provide a "Utility Allowance", agencies may use 1/3 of the utility allowance for heating and 1/3 for electric. • Heating allowance sent directly to the vendor by the housing authority on behalf of the client is counted as income.

Training Allowances Vocational and rehabilitative program money recognized by federal, state or local governments. Example: • Wisconsin Employment Opportunities Program WEOP • Workforce Investment Act (WIA – formerly JTPA) **NOTE:** Related reimbursements and payments made directly to service providers for childcare, tuition and fees may be ignored except for any amount in excess of actual expenses which must be counted as income. See Reimbursements in Table 3.3, Section 9.
Wages, Salaries, Commissions, bonuses, profit sharing and tips Count all gross income received in the three months prior to the application month by all adults 18 and over living in the household (See Ignored Income Table 3.4 for exceptions). • Commissions, bonuses and profit sharing received annually (lump sums), should be prorated and counted as income in the year it was received. • Seasonal workers, calculate earnings by dividing the person's adjusted gross income on Form 1040A or the 1099 by 12. Report the monthly income for the preceding three months.
Zero Income Cases Clients who report "0" income must provide, an explanation how the applicant has been meeting basic living expenses for the last three months. (Spouse was primary income earner and he/she moved out, loans from relatives, savings, odd jobs, etc) **Note:** Comments MUST be included as application notes.

9. IGNORED/DEDUCTED INCOME

TABLE 3.3

INCOME TYPES **DEFINITION/DESCRIPTION**
Adoption Assistance Social Security Act Title IV-E Fund. Provides monthly payment to adoptive parents to assist with the care of a special needs child. Count the child in the household.
Assets • Any personal asset sold in any of the three months prior to application • Withdrawals from the principal of interest/dividend earning accounts as savings accounts, trust funds, retirement accounts, stocks, US Treasury Bonds, etc. • Annual lump-sum withdrawals from an IRA account before the account owner is 70 years old are not counted as income.
Court Order Child Support Only court ordered child support payments <u>paid</u> by a household

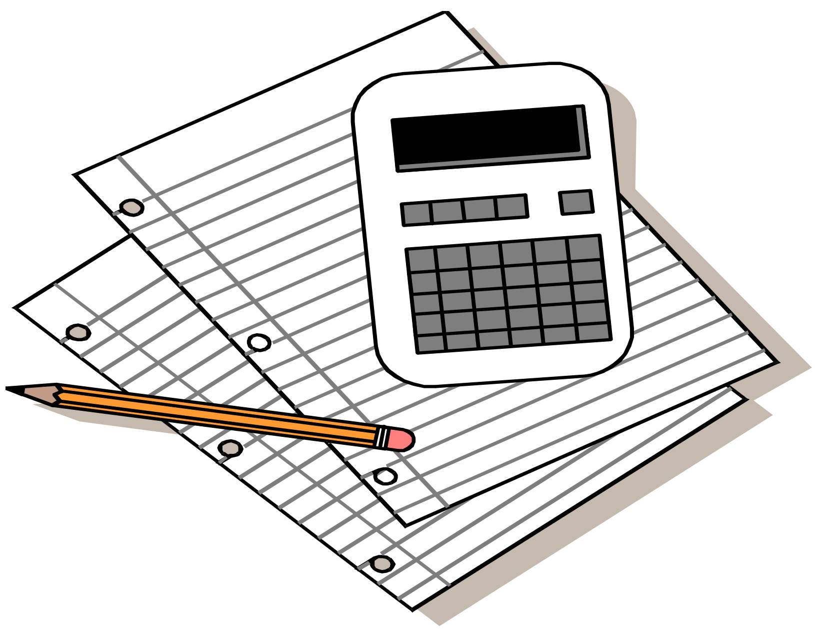
member/applicant may be deducted from income. Payments, even if court ordered, intended to pay for outstanding bills (medical or otherwise), legal costs, or other non-custodial expenses may not be deducted from income. Enter under Income/Deduction Type as Child Support Paid. **NOTE:** Do not enter a deduction as a minus, i.e. –100.00. The system will automatically make the deduction.
Earned income for minors (under 18) The household member(s) is under 18, ignore earned income. **High school students 18 and over** The household member(s) is age 18 or over and is a full or part time high school student, ignore earned income.
Flex Dollars Ignore flex dollars used for health insurance premiums when the dollars would not otherwise be available to the applicant
Government Payments and Program Participation Income • Payments or allowances made under any federal, state or local laws for the purpose of energy assistance, including WHEAP. Do not count GR payments specifically designated for heating/electric costs. • Payments made to children of Vietnam Veterans born with spina bifida • VISTA income • Americorp income • Base pay of military personnel called to temporary active duty when the individual is not in the household on date of application and when the temporary assignment will be for 60 days or more. • Foster Care Payments • Title V Senior Community Service Employment Program (SCSEP income, formerly Green Thumb) • Payments to volunteers under Title II (RSVP, Foster grandparents and other) and Title III (SCORE and AGE) of the Domestic Volunteer Services Act of 1973 (P.L.93-113) as amended • Youth Incentive Entitlement Pilot Projects, Youth Community Conservation and Improvement Projects, Summer Youth Employment Program and reimbursement of expenses provided under the Workforce Investment Act (WIA) and Wisconsin Conservation Corps. • Uniform Relocation Assistance and Property Acquisition Policy Act of 1970 (P.L. 92-646, section 216) • Alaska Native Claim Settlement Act (P.L. 92-203, Section 21(a) • Sub-marginal land of the United States held in trust for certain Indian tribes (P.L. 94-114, Section 6) • Retroactive DEFRA payments • Payments made under P.L. 100-383 Wartime Relocation of Citizens. These are restitution payments made by the US government to individual Japanese-Americans or their survivors and Aleuts who were interned or relocated during World War II.

• Monies received as a result of P.L. 101-41, Puyallup Tribe of Indians Settlement Act of 1989. • Monies received as a result of work performed for the Census Bureau on the 2000 census. • Veteran's Aid in Attendance is ignored unless the aid worker is living in the household.
In-kind Income Do not count any gain or benefit that is not in the form of money payable directly to the household, such as meals, clothing, housing or garden produce. This includes but is not limited to: • Benefits received from the supplemental food program for Women, Infants and Children (WIC) • FoodShare (Food Stamps) Coupons
Interest & Dividends • Ignore only if it is less than $120 a year or $10/month • To the extent it can be identified ignore the interest from asset account for applicants with a **PASS** plan (SSI **P**lan for **A**chieving **S**elf **S**upport).
Kinship Care Cash benefit paid to caretaker relatives of minor children. Count the child in the household.
Loans Ignore all loans including reverse mortgages a person received in the previous three months from private individuals or commercial sources. (this includes advances on a credit card) Proof of loans must be verified.
Lump Sum Payments, Non recurring • Income tax refunds (pd in lump sums or weekly) • Rebates • Earned Income Credits (EIC) paid in lump sum or weekly. • Insurance settlement • Estate Inheritances • Refunds of Security deposits on rental property or utilities • Retroactive Social Security, Public Assistance or unemployment compensation payments • Severance pay • Tax intercept • Homestead Tax Credit *If the lump sum payment includes an amount paid specifically for any of the three months prior to application, that portion is counted as income.*
Medicare Part B Premiums Medicare Part B premium deductions from social security payments. Part D premiums are not deducted from income.
Money received by a disabled person that is specifically used to allow him or her to live in their own home • Money received through Community Options Program (COP) • Payments to a disabled person for the services of a live-in

attendant when the money is paid in total to the attendant for services rendered. *The money is ignored income for the disabled person, but counted as income for the live-in attendant if the attendant is considered part of the household*
Non-household member costs Money received and used for the maintenance of a third party who isn't a household member. If the intended beneficiaries of a single payment are both a household and non-household member, exclude any identifiable portion of the payment intended for the non-household member.
Payments made to a third party • Rent payments paid by a relative who isn't a household member • Payments by a government agency to a child caring institution providing day care for a household member • Payments of a household's medical bills made directly to a hospital by an insurance company
Refunds & Overpayments • Verified overpayments received in any of the preceding three months, which the client is responsible to re-pay the overpayment • Repayment of overpayments voluntarily or involuntarily withheld from an assistance payment or other source of income
Reimbursements (money paid to the household for incurred expense) • As long as the payment is not more than what the household actually spent and is not for normal household living expense or shelter costs (rent, clothing, or food eaten at home). • If the reimbursement was more than the actual expense, count the extra as income Reimbursement Examples: • Flat allowances or per diem for job or training related expenses such as travel, uniforms and transportation to and from a job or training site, including travel expenses of migrant workers. • Out-of-pocket expenses incurred by volunteers. • Reimbursement or allowances for students for specific education expenses, i.e. travel or books • Medical and dependent care • Services provided under federal Block Grant programs • Respite Care received to pay for services
State SSI-E Supplements to SSI If included as income, deduct the SSI-E in the WHEAP system. If not included as income, ignore the SSI-E. $ 95.99 for Individuals $345.35 for Couples

CHAPTER FOUR

APPLICATION PROCESS



CHAPTER FOUR
APPLICATION PROCESS

A. AGENCY RESPONSIBILITIES

1. All households must apply through the local agency in the county/tribe where they reside.

   Agencies should encourage households to apply. **Households have the right to apply at any time, regardless of whether or not the program has ended.**

   Eligible households can receive one regular heating and/or electric benefit providing LIHEAP or Public Benefits are available during the heating season <u>and the application is initiated before the end of the heating season.</u>

   Applications must be entered into the WHEAP System within 30 days following the application date. Applicants must receive a benefit and/or a letter of explanation of payment or denial within 45 days of the application date.

2. If the applicant is an employee of the agency or its subcontractor or a relative or household member of an employee, the person certifying/entering the application must be at the level of supervisor or higher.

3. Home Energy Plus Application Form
   A household can apply by completing a Home Energy Plus Application form (DOA-9549) or participating in an Interactive Interview. Mail applications are acceptable with the correct supporting documents. Examples: Persons on fixed incomes or clients who have unusual circumstances are good candidates for using mailed application. Other candidates for mailed

applications may include those where the cost of transportation for the homebound client is prohibitive, or the client is at his or her place of employment during all regular agency hours.

4. Short Application Form

   A short application form found on the Home Energy Plus Web Site is available to be mailed to clients who are at the same address as the last application and are receiving SSI or SS, SSIE (deduction), dividends/interest, pension, veterans benefits, and/or sub-housing utility allowance income only. The application date for mailed applications **<u>must be</u>** the date of the postmark of the returned application.

5. Phone Applications

   Phone applications may be accepted.

   - The application needs to be 'saved' which will put it into 'Pending-Unextracted' status
   - The application date should be the date of the phone interview.
   - Send the client certification form to the client with any requests for documentation. **Document** with an application note that information was requested. An application is not complete until the client certification form signed by the client is received for that application.
   - If the client returns the information within 30 days, enter the additional information, save and submit the application and then 'Accept Benefits' for payment. If the documentation is not returned within 30 days, the system will deny the application as incomplete. The client will have to re-apply.

B. Processing an Application - Paper or Interactive

To enter the interactive or paper application information, directly access the WHEAP Login Screen at https://wheap.doa.state.wi.us

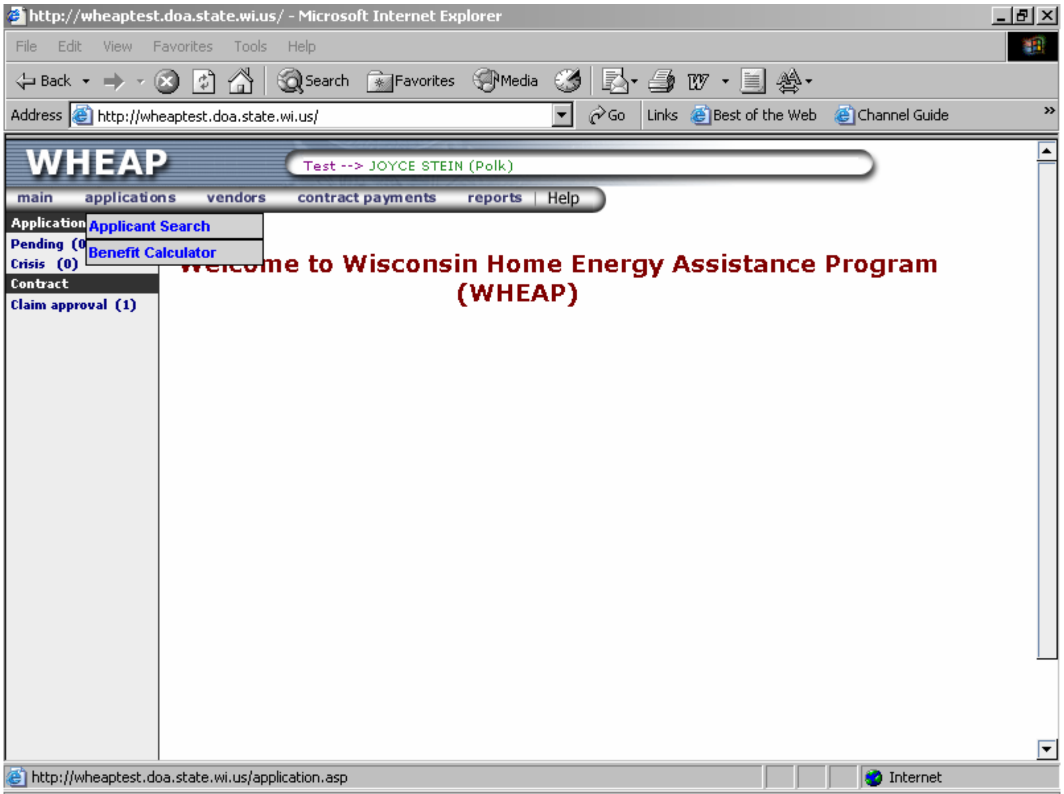
To navigate through the application/WHEAP system you will need to click on functions found in the list of actions on the left side of the screen. This is referred to as the 'Action Tool Bar' in this manual. Options listed on the Action Tool Bar change depending on what page (screen) you are working on in the WHEAP system.

At the prompt enter your user name and password and select 'Login' on the Action Tool Bar or hit the "Enter" key Your name and county access will be displayed in the user ID text. This will confirm you are in the production site and your county access. On this screen other messages about the system, system availability, and program information may appear.

For multi-county users, you will be logged into your primary county. Use the 'Change County' function to change counties before you start to enter an application from a different county.

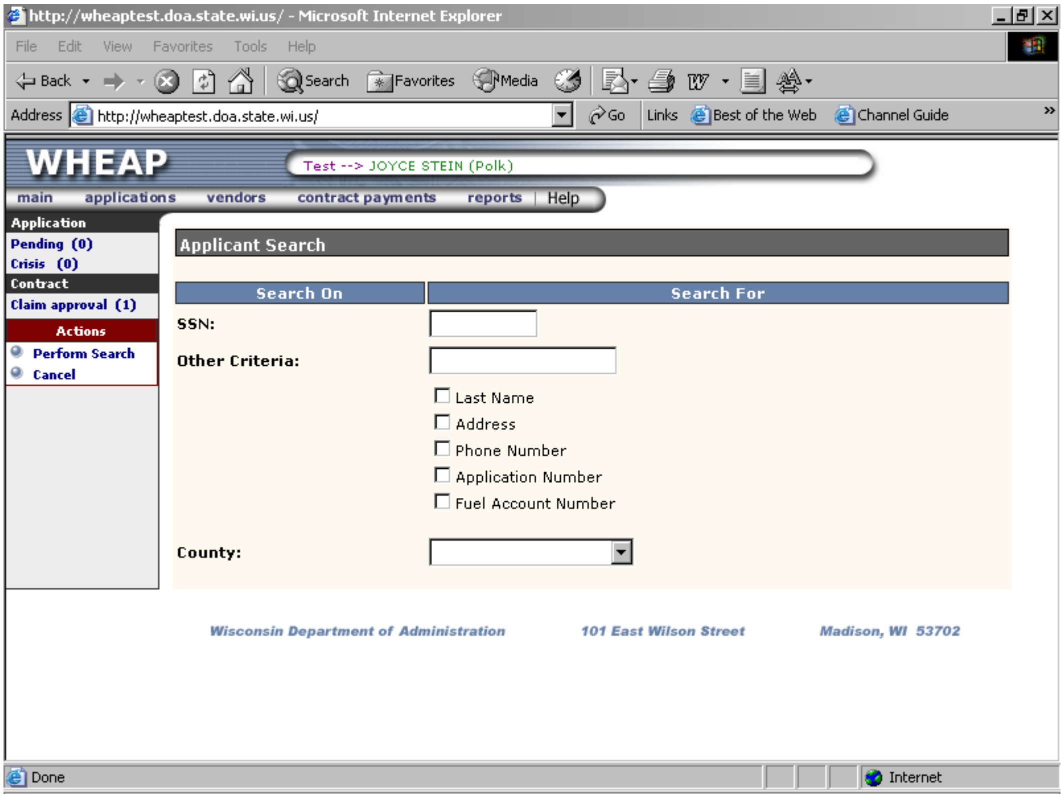
Besides the instructions/guidance in this manual, open 'On-Line Help' for additional assistance.

SCREEN #1 - WHEAP APPLICANT SEARCH



Start with the "Applicant Search" by placing the cursor over 'applications' and click on 'Applicant Search.' A search can be performed by entering the social security number, all or part of the person's last name, address, phone number, application number, fuel account number or by county. (See Screen #2.) A search by SSN will show only that specific SSN. A search by Last Name will return all names that are exactly like the name entered or the best matches.

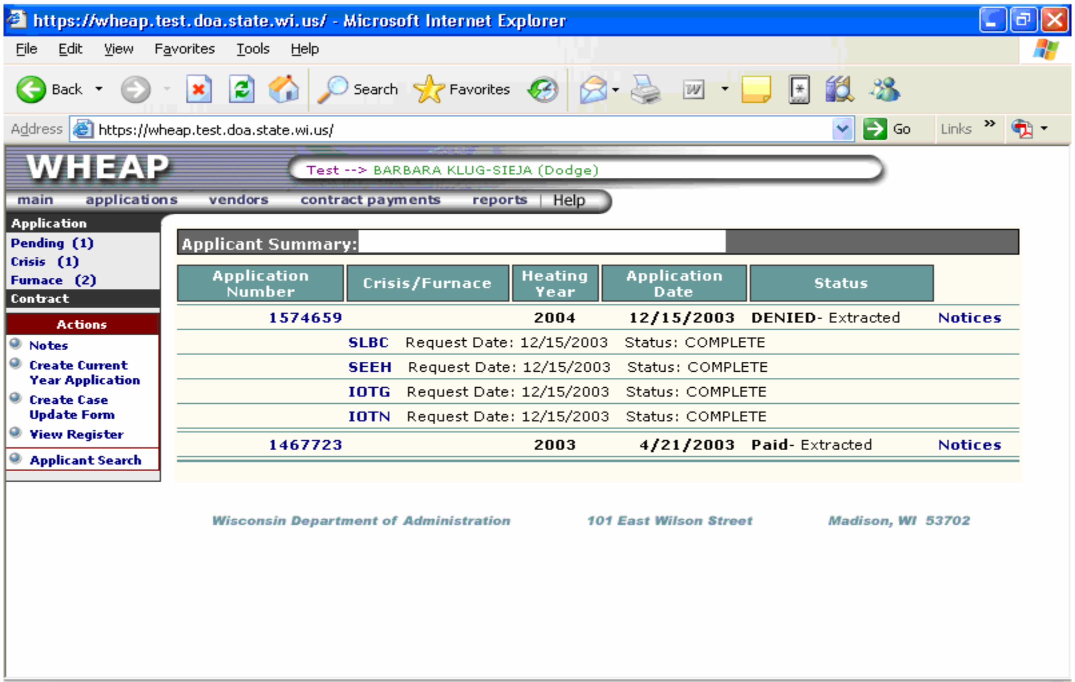
SCREEN #2 – APPLICANT SEARCH



Once the search criteria has been entered, then click on 'Perform Search' or 'Enter' on the keyboard. If the applicant has applied since 1999/2000 heating season, application history will appear.

The applicant summary is an extensive history of a client's payment of regular and crisis activities since 1999/2000 heating season. When historical data exists and 'Create Current Year Application' is selected, information from the most recent application will be populated for questions 1 through 20 if available in history. The option is available during the application to view and adopt fuel information, household members, and previously reported income types. **NOTE: When entering information for the current application, verify that all information is still correct.**

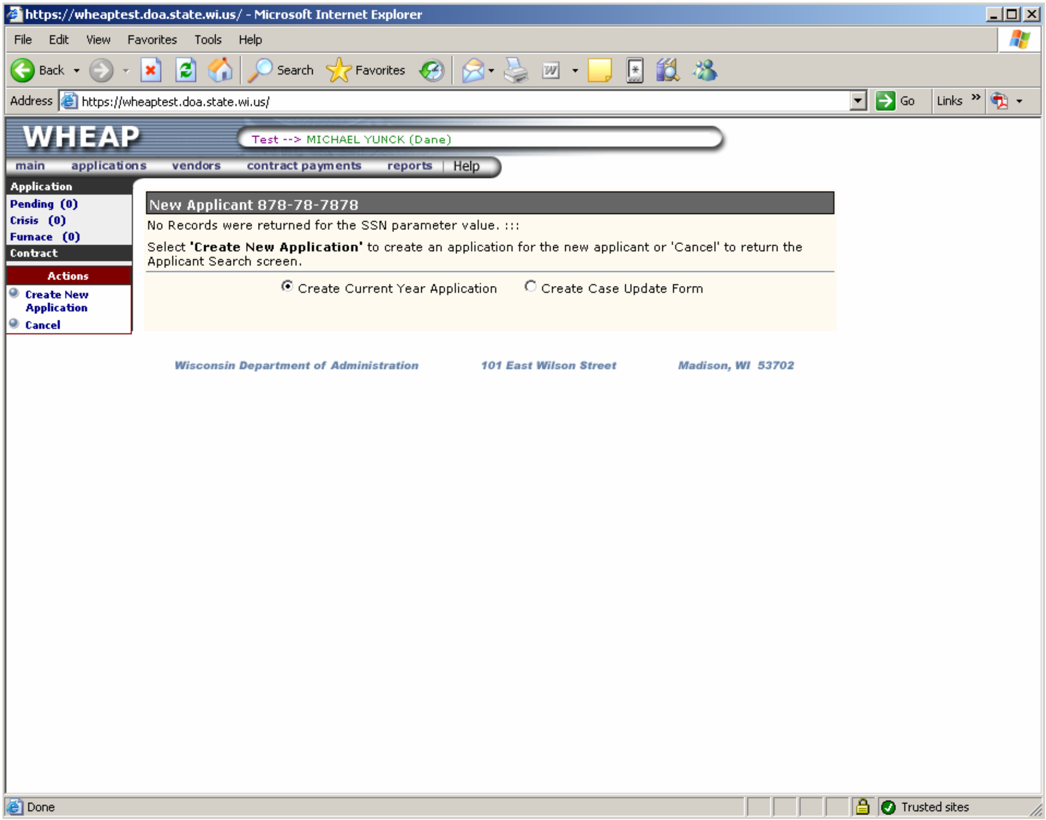
SCREEN #3 - APPLICANT SEARCH SCREEN



If there are records returned, select 'Create Current Year Application Action Tool Bar to continue. If there is a pending application without an application date, 'Create Case Update Form,' the 'Create Current Year Application' function will not appear on your Action Tool Bar. If further assistance is needed with these cases, consult the On-Line Help.

If there is no applicant history, the following screen will appear.

SCREEN #4 – NEW APPLICANT SCREEN



The 'Create Current Year Application' option is selected by default, then select 'Create New Application' on the Action Tool Bar, or hit enter. This will provide a blank application. The other option when there is no history is to 'Create Application' or 'Create Case Update Form.' If this is the desired option, change the selection by clicking on that radio button.

C. APPLICATION FIELD BY FIELD INSTRUCTIONS

The section reviews procedures are for processing an interactive or paper application:

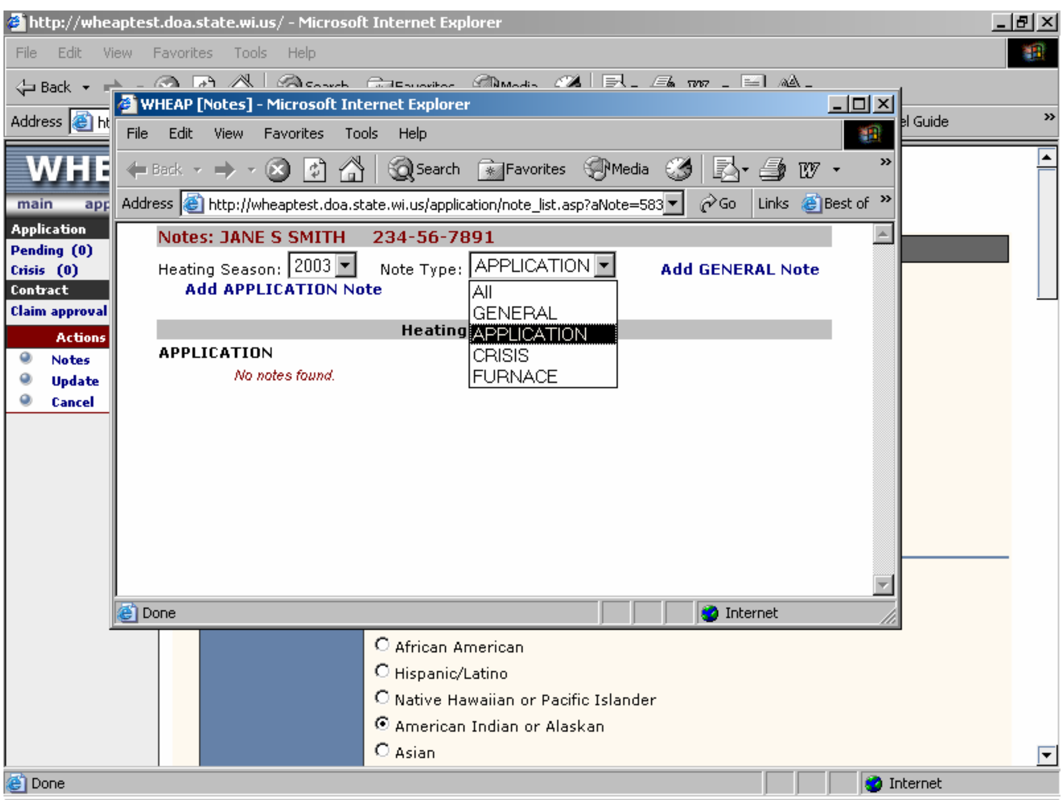
APPLICATION NOTES

Notes are required for an application and/or furnace/crisis occurrence as noted through out these tables.

- To add a note to an application, click on 'Notes' in the Action Tool Bar. A 'General' or 'Application' note may be added when entering an application. A 'General' note pertains more to the applicant while an 'Application' note pertains to the specific application being entered.
- Click on 'Add Application Note.'
- To enter a 'Crisis' or 'Furnace' note the worker needs to attach the note to the appropriate crisis or furnace activity.

To view notes from previous applications, click on 'Notes' and then select the year to be viewed, pick the type of notes to view, or select all.

SCREEN # 5 – NOTES



FIELD (APPLICATION QUESTION)
PROCEDURE

Application Date

The date the application is taken at the agency. The application date for a paper application completed at an outreach site or at the local agency is the date the worker and applicant signed the application. Mailed applications must be dated with the postmark of the returned application. Phone applications must be dated the day of the phone interview. The format must be mm/dd/ccyy. You may also click on the calendar located next to the date field. The calendar will appear with the current month showing. If this is the correct month, select the appropriate day by clicking on the day of the application interview. If you need to switch months, you may either use the drop down box or you may click on the **<** arrow that is shown to the left of the month. This will move it one month prior to the current month. The **>** arrow to the right of the month will move it one month in the future.

Worker Number

Up to a four-digit county assigned number that is individualized for each worker can be entered. This is not a required field.-

County/Tribe Associated User ID

This field is populated with the county/tribe associated with the user ID. For multi-county users this field shows the county logged into. If the county shown is not the appropriate county, delete the application, change the county logged into, and start a new application.

If the client lived in another county on the prior application, the user will receive a warning that the application county is different than prior applicant residence. If this is the case, click 'OK' on the message and continue with the application. **Document** in comments that client moved from a different county by clicking on Notes on the Action Tool Bar. Remember to update all fields affected by the new address.

Interactive Interview Box

Select 'yes' or 'no' for an Interactive Interview. To be interactive, information provided by the applicant must be entered into the WHEAP System during the course of the interview.

Question #1 -- Outreach Indicator

Check the indicator that best describes where the application was taken.

- Local Agency – Application is taken at the main county/tribal office, or subcontractor's main office (when whole program is subcontracted) for the agency's WHEAP operations.
- Alternate Site – Application interview is conducted at a location other than the main county/tribal office. For WHEAP purposes, elderly meal sites, or other outreach sites are alternate sites.
- Home Visit – Application is taken in the client's home.
- Phone/Mail – Applications that are either mailed to the agency, taken interactively over the phone, or use a combination of phone and mail.

Question #2 -- Social Security Number

The number entered on the applicant search will be displayed. Form of verification **MUST** be indicated by clicking on 'Notes' on the Action Tool Bar and entering an 'Application Note.' (See Screen #5 for how to enter 'Application Notes.')

If the number is keyed incorrectly, the case may be deleted and a new application entered with the correct number, or call the Energy Helpdesk to have the application transferred to the new social security number. If the case has been extracted, or previous history exists under the wrong SSN, it is necessary to contact the Division to deal with the incorrect social security number.

Refer to question #22 for SSN verification procedures.

Question #3 -- Ethnic Group

Select the one designation that the applicant says best describes his/her ethnic background. Use 'Not Reported' when the applicant is unable or does not want to identify their ethnic background. Use 'Other' if their ethnic group is not one of the choices from among those listed.

Question #4 -- Name

Enter the first name, middle initial and last name of the person who is the case head. **The applicant must use his/her legal name as appears on the Social Security Card.** If the applicant's name is J. Shirley Smith, enter J. Shirley in the first name, leave middle initial blank and enter Smith in the last name.

Note: If there is no history under the applicant's SSN, but the household has applied under the spouse's SSN in the past, the current application may be entered under that spouse's SSN as long as that spouse is still in the household. This is only acceptable if the couple is married and living in the same household. This is one of the few times the signature on the client certification page may be different than the applicant name on the application.

Question #5 -- Residence Address (Physical Address)

Enter the address where the client resides at the time of the application.

Verify street address from prior year. If different, enter correct street address. There is no need to put in most punctuation when keying an address. For example 321 N. Oak St. must be typed without the punctuation (321 N Oak St). The address should include the street or fire number, the street name or rural route, the street/avenue suffix. Also include apartment numbers and lot numbers, etc. in this field.

NOTE: DO NOT ENTER P.O. BOX NUMBER IN THE RESIDENCE ADDRESS SECTION. ENTER ONLY PHYSICAL ADDRESSES IN THE RESIDENCE ADDRESS. (See Question #6, Mailing Address)

<u>City, State. Zip Code</u>

To enter city, state, zip, open' Zip Code Lookup' by hitting 'enter' when this field is outlined, or click on 'Zip Code Lookup.' A zip code search box will appear. Key in the applicant's zip code and 'enter,' or click on 'Search Now.' All the city and county choices that exist for that zip code will be displayed. Select the correct city and county/tribe combination by using the 'Tab' key until the correct choice is outlined and then 'enter' or click on the correct choice. The ‘Zip Code Lookup’ box will close and the City, State, and Zip Code will be entered on the application.

Entering a zip code not in Wisconsin will cause a pop up box to appear that states ‘the user county does not match the applicant county.’ If the client does not reside in Wisconsin, they will receive a denial letter.

This address represents the applicant's location on the date of application. If the applicant moves before the case has been paid, change the mailing address only. If the applicant moves after the case has been paid, create a “case update form” to record their new address.

Question #6 -- Mailing Address (This is a required field)

If the client has his/her mail delivered to a legal guardian, protective payee, an authorized representative, enter it in this field. If the client's mailing city, state or zip is different from the residence address (for example it has a PO BOX) complete with proper information.

If the mail address is the same as #5, click on <Click here if same as Residence Address> link.

Question #7 -- Legal Guardian or Protective Payee

If the applicant has a designated Legal Guardian or Protective Payee, the information should be entered in this field. If the Legal Guardian, Protective Payee, or authorized representative is making the application for the client, then they will sign the application rather than the client.

Treat a person with ‘Power of Attorney’ as a legal guardian. A protective payee is someone designated by the Social Services Agency to receive a client's total or partial monthly W2/TANF check. Enter the name of the representative payee. Do this only if the applicant wants the benefit sent directly to the representative payee. NOTE: The benefit notice/check will be sent to the address provided in Question #6, Mailing Address.

If the case head is a dependent child, enter the parent's name here. A dependent child may be a case head if the following exists: All adults in the household are ineligible aliens; and the dependent child is either a citizen or an eligible alien; and the child has a social security number.

Question #8 -- Phone number

Enter a daytime phone number; from the drop down box select the category that fits the location of the telephone number. If the client has a second or alternate phone number to report, enter that number and select the category in the drop down box. Enter number(s) with no punctuation; for example, 6085551212.

Question #9 -- Birth Date

Enter the birth date of the case head. The birth date should be entered with slashes and a four digit birth year for example 02/05/1965. The system will accept either a / or a - in this field.

Question #10 -- Citizenship

Select the correct answer from the drop down box.

- U.S. Citizen: The applicant is a US Citizen
- Eligible Alien: The Immigration and Naturalization Service must determine alien eligibility status.
- Ineligible Alien: The applicant is neither a citizen nor an eligible alien. An ineligible alien is not eligible for WHEAP benefits. The energy system will send out a denial letter. NOTE: If another household member is either a citizen or an eligible alien, that person may apply as the case head. (This includes an eligible dependent child if all other household members are ineligible.)

Question #11 -- Student Status

If the applicant is not a student, select 'Not a Student' and go to Question #12.

If the client claims to be a student, select the condition that makes the student eligible for WHEAP benefits. If none of the conditions apply, select 'Are you a student and none of the above' and application will deny.

Note: Indicate in notes what criteria caused the applicant to fail to meet the student test. For disabled students indicate what third party agency/organization determined the disability.

Question #12 -- Living Arrangement

Select the living arrangement that describes the household condition.

- Note: Selecting 'Are currently in a homeless situation moving to a permanent residence,' will not make the applicant ineligible. **Document** the proof of permanent address in the Notes. (See Chapter 3)

Question #13 -- Ownership/Rental of Residence

Select whether the client owns or rents at the residence where they live.

Question #14 -- Landlord Information

Enter the landlord information if the client pays heat/non-heating electric to a landlord or if heat/non-heating electric is included in the rent. **NOTE:** Landlord information is required when heat or electric is included in rent or a separate payment is made to the Landlord. Heat/non-heating electric included in rent must be verified by:

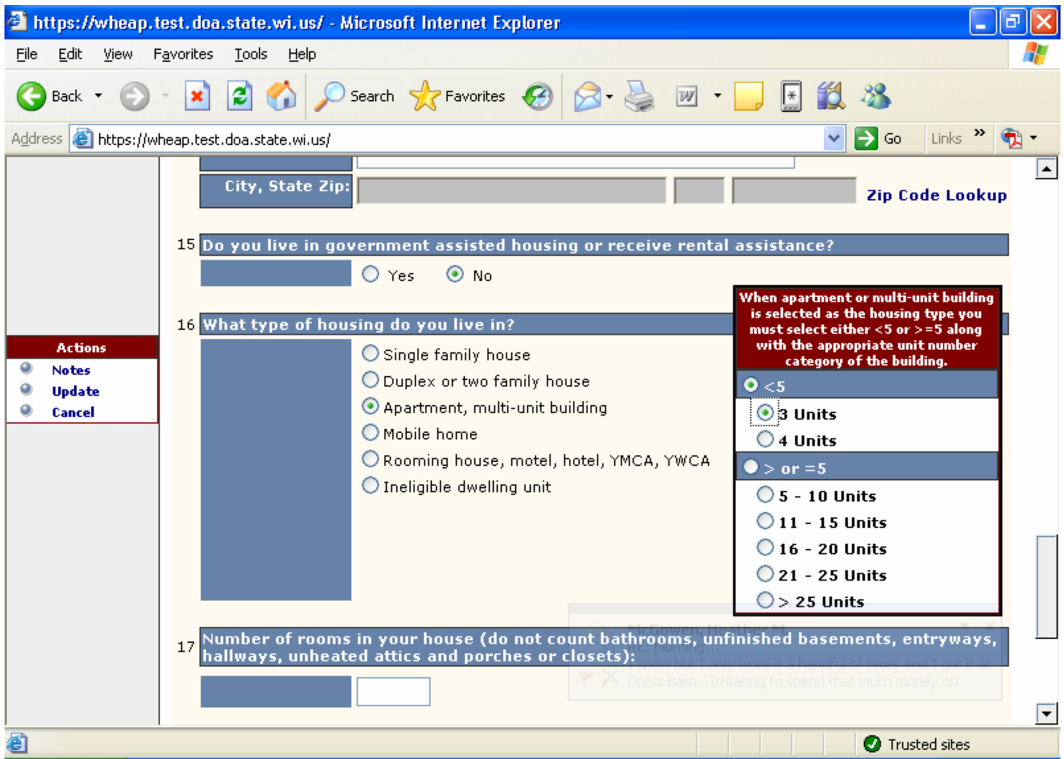
- Viewing a lease or rental agreement
- Verifying from previous year's information if the client is at the same residence
- Calling the landlord
- In some cases the heating vendor can verify if heat is included

Question #15 -- Government Assisted Housing

Check 'Yes' if the client lives in subsidized housing or receives rental assistance. The WHEDA web site that lists the subsidized housing units in

Wisconsin is: www.wheda.com The list is arranged by county, it also gives the contact person for the property. The monthly-subsidized heating and/or electric allowance is considered income for the three-month eligibility period. (See Chapter-3, Eligibility) If the applicant does not receive a heating/electric utility allowance, enter the Sub Housing Heating Allowance (SU) as an income type, 0 as the income amount, and enter subsidized housing type (for example Section 42) in the Source Field.
Question #16 -- Housing Type Select the housing type that best describes the client's residence. When selecting 'Apartment or multi-unit building' a pop-up box will appear. Select 'the size of the apartment building the client lives in by clicking on the button in front of >5 (5 or more units) or <5 (less than 5 units). Then select the appropriate number of units for the building. Note: Two buttons must be checked in the apartment pop-up box for the application to be complete.
Question #17 -- Number of Rooms Count and enter the number of rooms in the applicant's dwelling. Do not count bathrooms, unfinished basements, entryways, hallways, laundry rooms, porches, closets or unheated attics. Do not count rooms that have been used on a regular basis in the last 12 months for commercial purposes. If a business (self-employment or small business) has the same address as the residence, always subtract one room from the total number of rooms counted. Examples: If the business is a child care/day care operation, there should be a one room reduction in the room count. If the business is a farm, assume the farm home contains the office for business records and reduce the room count by one room. If the applicant is the owner of a building which includes rooms the applicant has rented to roomer/boarders or overnight guests ("Bed & Breakfast), do not count these rooms. If a household member works from the home, remember to reduce the number of rooms. If the housing type selected is Rooming house, motel, hotel YMCA or YWCA, the number of rooms must equal 1. The system will not accept a value greater than 1. The maximum number of rooms the system will accept is 9. For a household that has more than nine rooms, enter 9.

SCREEN # 6 – QUESTIONS 16 AND 17



Question #18 -- Number of Disabled Household Members

The total number of disabled household members must be entered in the box. The total number must match the number of household members that are checked as disabled in Question # 22.

Question #19 -- Relationship

If anyone in the household under age 18 is related to any other household member, answer 'Yes.' Cases that are checked as 'Yes' allows billing the benefit payment to TANF. NOTE: If you are unsure what type of relationship qualifies, click on 'View Relationships' for a list.

Question #20 -- Zero Income

If there is income for the household in the previous three months, select 'No.'

If there is no income for the household in the previous three months, select 'Yes.' Enter an explanation in the 'Application Notes' section describing how household pays its living expenses.

What is considered a zero income application? This question refers to counted income. If the household has no countable income to report, the question is 'yes this is a zero income household.' **Document** in notes how the household meets their monthly expenses. (Document the ignored income the household is receiving as verification of how the household is meeting their expenses.)

If the client lives in sub housing and there is a SU amount to enter, this is considered income (even if this is the only income in the household).

If the only countable income in the household is self-employment and the business operated at a loss, the amount of income entered is zero and this is considered a zero income household. Enter SE as the income type and zero's as the amount of income.

Any other income entries that result in a negative amount for the three-month income, such as child support paid, are not considered zero-income households.

After the first 20 questions are complete, click on 'Update' on the Action Tool Bar to continue with the application.

- Minimal information required in this section to continue with the application is Social Security Number, Application Date, Applicant Name, Residence Address and Mailing Address.
- Update allows you to continue with the application. It provides a summary of information completed for questions 1-20 and allows access to the rest of the application: fuel fields, household members and income. It does not save the information to the database. The status of the application will be 'No Status-Unextracted' (this will be deleted each evening).
- One can choose to 'Save' on the action toolbar at this time. This will save the application to the database. Status will now be 'Pending-Unextracted.' It is okay to continue with the application and complete the rest of the fields before "Saving" the application.

To return to the first portion of the application to update/make changes, click on 'Update Details' on the Action Tool Bar. This will allow return to the entry portion of questions 1-20 on the application.

Question #21-- Fuel Information:

There are two ways to enter a fuel page. Add an energy fuel or adopt in from the most recent application. Please refer to each section for specific instructions. Some basic fuel entry guidelines:

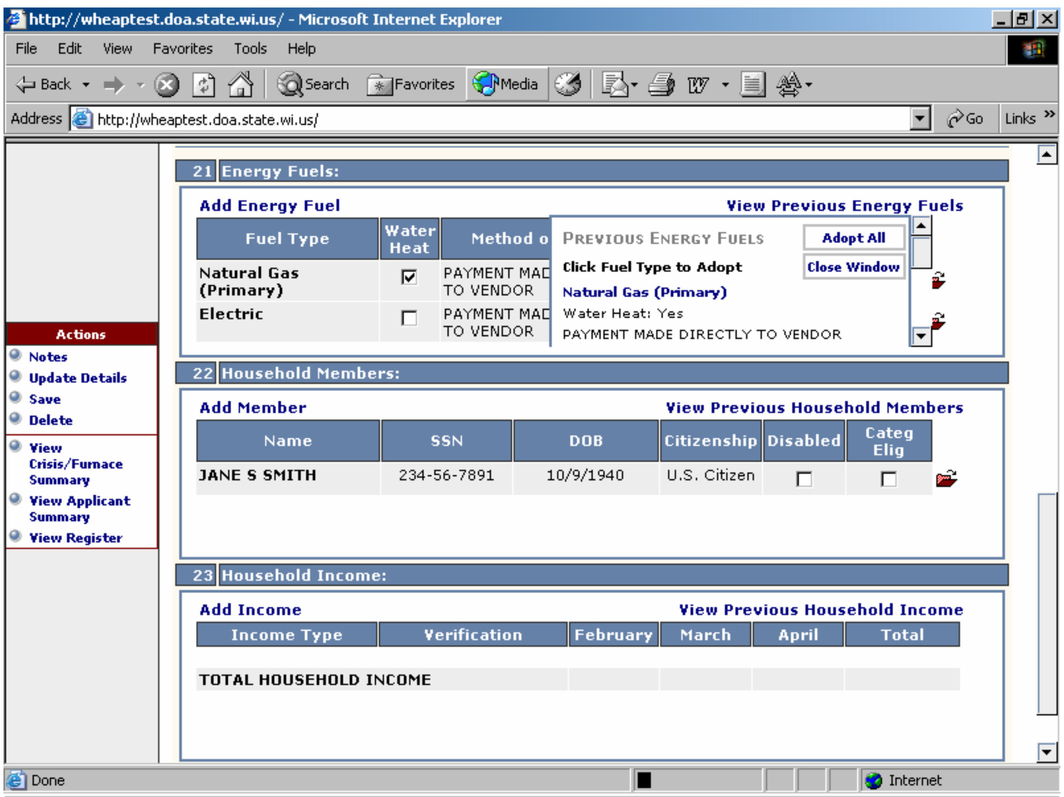
- In order for an application to be complete there must be a primary energy fuel selected and there must be a water heating fuel selected.
- In order for an application to be complete the electric information needs to be provided. However, if an applicant does not have electricity in their household, an application can be entered without an electric energy fuel. The system will remind you that no electric fuel was entered.
- Remember to multiply the monthly budget amount by 12 to get the annual budget amount.
- If fuel usage entered is over $3,000, you'll be asked to verify if this

amount is correct.
- If fuel usage entered is over $5,000, you'll get an error that usage must be less than $5,000.

If there is a previous application, click on 'View Previous Energy Fuels' and 'Adopt All' may be selected.

If there is no previous application, click on 'Add Energy Fuel' and make all entries required.

SCREEN #7 – ADOPT PREVIOUS FUEL



If there was previous history for this applicant, you have the option of 'adopting' the fuel types from the previous application. (See Screen #7)

Clicking on 'View Previous Energy Fuels' allows you to preview the energy fuels previously reported. A small window opens showing the previous energy fuels entered. If the fuel types are the same, click on adopt all. The Energy Fuel information will be adopted into the application with the exception of the fuel costs.
- Click on red folder to the right of the fuel type to access the energy fuel to

review, update, and complete each fuel type.

- It is necessary to verify that the vendor is still the correct vendor/vendor number, the applicant's account number is correct as to account number and account name.
- There is access to view previous energy fuel while in the energy fuel page to compare fuel usage reported.
- Additional energy fuels may be added after adopting previous energy fuels by clicking on Add Energy Fuel.
- An energy fuel adopted in may be deleted by opening the individual energy fuel information (click red folder on the right-hand side) and selecting delete at the bottom of the energy fuel page. (You may wish to adopt in only one of the previous energy fuels by placing your mouse over the fuel type and click. This will adopt in only one fuel type instead of all previous fuel types.)
- To delete a vendor previously entered use the 'Clear Field' in the vendor pop-up window to delete the vendor. This will allow the field to be left blank until a new vendor has been established.

Options for the energy fuel page are at the bottom of the fuel page.

Add/Update Valid Energy Fuel – use when the fuel page is complete. The system will check edits to ensure that all fields are complete and accurate.
Add/Update – use when you know the fuel page is incomplete. No edits are performed at this time. This is the option that must be used when you know the fuel page is incomplete and you want to continue with the application (or save it as an incomplete application.)
Delete – deletes this fuel entry from the application
Cancel – cancels the request to view the fuel page and returns you to the application.
NOTE: If you do not select 'Add/Update' the system will delete any entries you did on the fuel page. Use the options at the bottom of the fuel page to enter/update fuel page information.

If applicant does not know fuel type, do not enter data on the fuel page. Document in application notes that fuel type needs to be verified.

A similar screen appears for Electric and it is necessary to verify that the vendor is still the correct vendor/vendor number, the applicant's account number is correct as to account number and account name.

HINT: If you submit the application and get the error message: 'Please enter valid information for Fuel Type XXXXXX.' Go to the fuel type indicated and review the information. If you're not sure what's wrong, click on 'Add Valid Energy Fuel' at the bottom of the fuel page. The system will display a more specific error (such as Annual Cost must = 0 for the Cost Basis selected).

ENERGY FUEL TYPE:

Click on the drop down menu to select the type of fuel that is used for heating the house. When selecting 'Other' as a fuel type an 'Application Note' must be added to identify the fuel.

PRIMARY HEATING FUEL:

Select 'Yes, this is the primary heating fuel' if this is the primary heating fuel. If not, select 'No, this is not the primary heating fuel.' Each applicant may only report one primary fuel type. If the client has more than one heating source, the client and the agency need to determine which fuel type the client uses the most.

WATER HEATING FUEL

Only one source for 'Water Heating' can be checked. Select the appropriate fuel type from the drop down box. If the client uses their primary fuel type to heat their water, check that box also.

NOTE: If a client can not tell you how they heat their water, the case should be put in 'Pending-Unextracted' until the client notifies you with the source of their water heating fuel. If they do not notify you within 30 days, the case will be denied.

PAYMENT METHOD

Select how the client pays for their home heating costs.

NOTE: When applicants prove that they pay their own heating costs, but do not provide documentation of their fuel costs at the time of application, enter the application as "Pending-Unextracted" status. If the information is not provided within 30 days from the date of application, process the application using the Proxy Fuel costs.

ANNUAL FUEL COST

Enter the client's annual fuel cost.
A system alert will prompt workers to re-verify a fuel cost that is entered over $2,000. The system will not accept a fuel cost over $5,000.

Actual fuel costs can only be used for a duplex when each unit of the duplex has their own furnace/electrical meter.

Note: Previous 12 months of historical consumption should be used, when available.

NO ANNUAL FUEL COSTS

The system will process the case using proxy fuel costs. Enter 0 in annual fuel cost field and select 'No Fuel Cost Provided' for the cost basis when:

- Applicant has heat included in their rent;
- Payment for heat is separate from rent, and is not paid to a registered fuel supplier (landlords or mobile home park owners);
- Costs are not available;
- Applicant pays their own heat but has a single furnace for multiple units (each unit does not have their own furnace/meter);
- Bill for fuel costs is not in the name of a household member;
- Household bill includes charges for business fuel costs (farm, roomer/boarder, 'bed and breakfast');

- Applicant in a duplex with a single meter pays the other tenant an amount towards the fuel costs.
- Applicant heats with wood and does not have a vendor.

COST BASIS

Select the basis on which the annual fuel cost was entered.

VENDOR NUMBER

Click 'Vendor Lookup.' Enter either the vendor name or number and then click 'Search Now.' When the name of the appropriate vendor appears, click on it and it will automatically be entered in the 'Vendor Number' and 'Vendor Name' fields.

Note: You may enter the first few letters of the vendor name or the first few numbers of the vendor number. This will pull up all vendors that match that criteria. Only active vendors serving the county and providing the fuel type indicated will be available for selection. Then you may scroll and select the appropriate vendor.

All vendors are 'Direct Vendors' and a client's benefit will be sent directly to their designated vendor. If a client is using a vendor who is not currently registered with our program, the Agency must register the supplier, assist the applicant with locating a registered vendor or arrange for an alternate payment method.

ZERO (0) VENDOR CODE

Use the vendor code of Zero (0) when one of the following situations occur:

- Client has heat included in their rent;
- Cuts their own wood;
- Heats with wood and does not have a vendor;
- Pays a landlord or trailer park owner directly for their heat;
- Applicant of a duplex pays the other tenant for their heat.

Note: The only exception to this is if the type of energy fuel is Electric. In all situations for Electric, you must enter the vendor who supplies the electric to this dwelling. If the client doesn't know who the vendor is, you may need to contact the landlord.

ACCOUNT NAME

Enter the name under which the account is recorded with the vendor.
Note: When the cost basis is heat/electric include in rent, or separate payment is made to landlord…, then there should be no account name or number entered.

ACCOUNT NUMBER

Enter the account number from the client's fuel bill. You must enter information into this field when payment method is 'payment made directly to vendor.' If the vendor uses account numbers and the client or vendor can not provide the number, enter the case as 'Pending-Unextracted' and the case will be denied if the information is not provided within 30 days.

NOTE: Some vendors have a account number format which shows up to the right of where the account number should be entered – this format must be used.

If the vendor does not use account numbers, enter 'none.'
If the vendor uses the account name as the account number, enter the client's name.

If the fuel page is complete, click on 'Add/Update Valid Energy Fuel.' If the fuel page is missing information, click on 'Add.'

NON-HEATING ENERGY COSTS

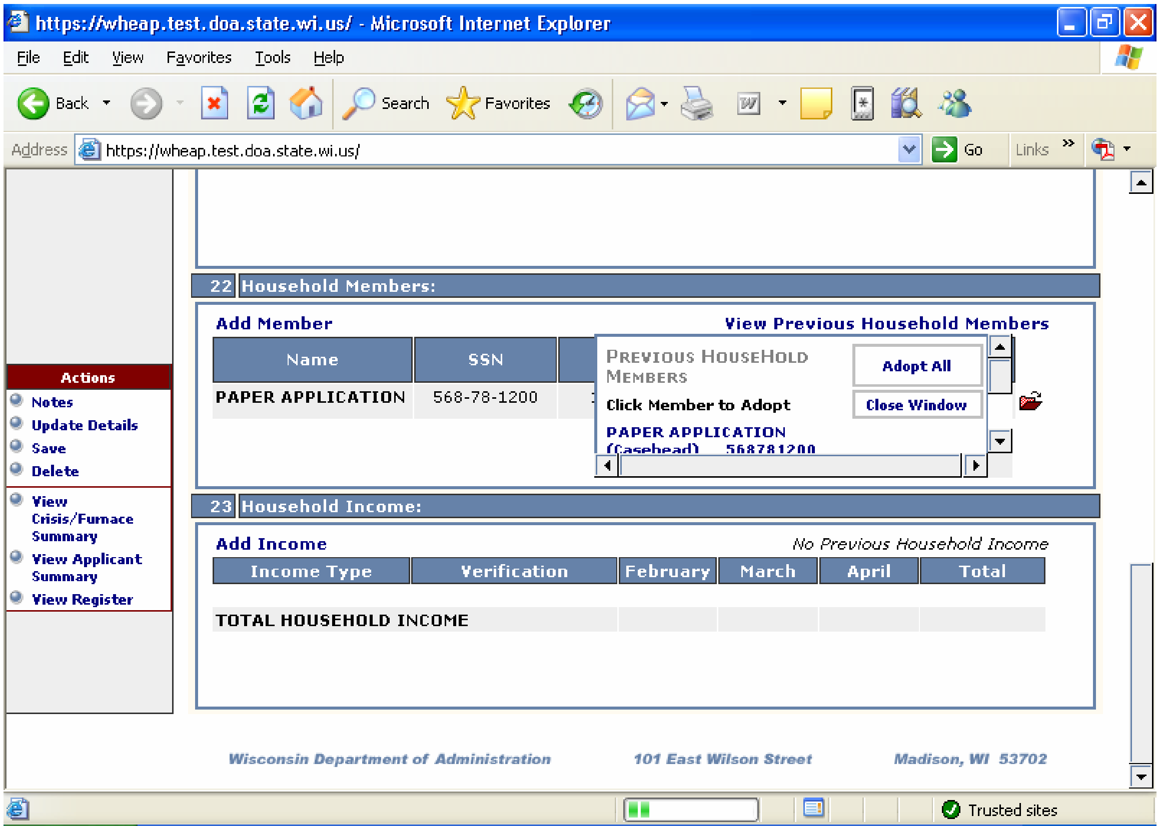
Use the same procedures as for the Primary heat source using the actual vendor number for non-heating energy costs. If electric heat is checked for primary fuel type, the non-heating electric information is not an additional fuel entry.
NOTE: Households without an electric burden must have documentation in the application notes. Specify the reason why an 'electric burden does not exist' for the household; this includes households that do not have electric service.

For households that do not have an electric burden, but do have an electric water heater, process by selecting the fuel type 'Other' for their water heater use and document the reason why in the Application Notes. (See Energy Burden table in Chapter 3)

ADDITIONAL FUEL TYPES

All other home heating sources should also be entered using the same procedures as for the Primary heat source.

SCREEN #8 – HOUSEHOLD MEMBERS



Question #22 -- Household Members

All persons living in the household on the date of application should be entered on the application and/or the system. **Exceptions:** Temporary Household Member (See Chapter 1 – Definitions and Chapter 3 – Eligibility)

The case head will have already been added as a household member. If the applicant's (case head) name, date of birth, or citizenship is incorrect, you must make the correction in the 'Update Details' portion of the application. If you need to change either the 'Disabled' or 'Categorically Eligible' field, click on the red folder to the right of the household members record to open the household page and make the necessary changes.

To add additional household members, click on 'Add a Household Member' if there is no previous application.

Click on 'View Previous Household Members' if there is a prior application.

To adopt household members from a previous application, you may view the household members claimed on the last application submitted by clicking on 'View Previous Household Members.' You have the option of adopting in all pervious household members or just individual records. Note that any household members adopted can be updated and/or deleted if necessary.

Adopt All:

Clicking 'Adopt All' in the view previous household members preview screen will adopt in all household members reported on the previous application as well as all income types for that person. When adopting all, you will get a message that the case head ssn xxxxxxxxx already exists. Click ok and continue with the application.

Adopt selective household members:

If there is only one or two household members you wish to adopt in rather than all previous household members listed, mouse over the individual household member you want to 'adopt' and click. This will transfer that household member and all the income types for that person to your current application. Repeat if you have an additional household member to adopt.

Update/Correct household members:

The household member name, SSN, Date of Birth, Citizenship, Disabled, and Cat Elig are displayed. If you need to make corrections or updates, click on the red folder on the far right of the screen. Make the necessary corrections and click 'Update Household Member'. If you need to delete a household member, access their record by clicking on the red folder, select delete. 'Cancel' will cancel your request to make corrections on this household member. Don't forget to add notes (on the action toolbar) on the corrections/updates made to the application.

Reminder: Verify Social Security Number, name, spelling, and date of birth for all household members. If prior information is incorrect, correction(s) must be made. Pseudo Social Security Numbers adopted should be deleted and left blank until the correct the correct Social Security Number can be verified.

NOTE: Adopting household members is the only way to adopt in the income types reported from the previous application. So you must adopt even if there is only one household member (the case head) on the application if you want to adopt in the previous household income(s) reported. Please note that all the income information is adopted into the application except the income amounts.

Name

Enter each household member's name as it appears on the Social Security Card

Birth Date

Enter each household member's date of birth (mm/dd/ccyy).

Social Security Number

Document the form of verification used by entering application notes. Each household member must have a SSN that is verified by:

- Social Security Card or other official government document on which the SSN appears.
- Cares records. If you have access to CARES records and the person receives other Income Maintenance Benefits (W-2/TANF/FS/MA), you may consider the household member's SSN as verified provided CARES shows the SSN as 'V' (verified)
- Previous Home Energy Plus application.
- Assist any household member who does not have an SSN with applying for a number. Client has 30 days to provide the number.
- When a household member exists and the case head is unable at the time of application to provide the worker with that SSN, enter the household member and leave the SSN field blank. The application will be considered incomplete. Leave the application in 'Pending – Unextracted Status' and document in notes that the SSN was requested.
- If a person has already applied for an SSN but does not have the number assigned, proof must be shown that a number has been applied for through the Social Security Office. Copy of Form SSA-5028, DCS-2042 or for newborns SSA-2853-OP4. Social security forms can be obtained on line. The web site is: www.ssa.gov/online/forms.html If the proof is accepted, enter a pseudo number using the appropriate format as indicated in Chapter 3.

Citizen/Eligible Alien/Ineligible Alien

Select the correct answer by clicking the appropriate radio button
Note: Ineligible aliens and any income should be entered as application information. The system will not count the ineligible alien household member but will count their income.

Disabled

Answer 'Yes' or 'No' for each individual household member. Disability is a self-declaration that their disability limits their life activities. Verification is required if a student claims disability status. Note: The total number of disabled household members must match the number in Question 20.

Categorically Eligible

Each household member has to be checked individually if they have been a recipient of W-2/TANF, FS or SSI for all of the preceding three months. FoodShare and W-2 are considered categorically eligible only if it is a cash benefit.

Note: C-Supplement is considered an SSI income and any child receiving C-Sup for the previous 3 months is categorically eligible.

Add/Update Household Member – Used to save entries on household member page.
Delete – deletes the household member from the application.

Cancel – cancels the request to view the household member page and returns you to the application.

If you need to enter another household member, repeat the above steps for each additional member.

Question #23 -- Income Information

All household members must report and verify their income received in each of the preceding three months prior to the application date. See Chapter 3 for further clarification on income.
Click on 'Add Income' to add an income type. To access income type adopted in, or previously entered, click on the red folder to the right of the income line.

- Household Member – select the correct household member from drop down menu.
- Source - Examples of a source of income include the name of the employer and other income types.
- Income/Deduction Type – Select the income type from the drop down box. Months – The system will list the previous three months from the date of the application. Enter the monthly income for each income type separately
- Verification- Enter the form of verification used to verify the income.

Add/Update Household Income – Used to save entries on income page.
Delete – deletes the income entry from the application
Cancel – cancels the request to view the household income page and returns you to the application.

You will receive a reminder whenever income fields have been left blank. The reminder simply states to enter zero when you know the income amount is zero. Document in notes what information was requested if the income is incomplete. Click ok and continue with the application.

It is recommended that income types be entered even if the income amounts have not yet been reported. The system sees 0 as a value so enter 0 for income only when you know there has been no income for that type during the corresponding month. Leave the income amounts blank when information hasn't been received. The verification field is required even when income is incomplete, indicate incomplete or information not reported.

If there is more than one income, click on "Add Income" again and repeat the steps for the new income.

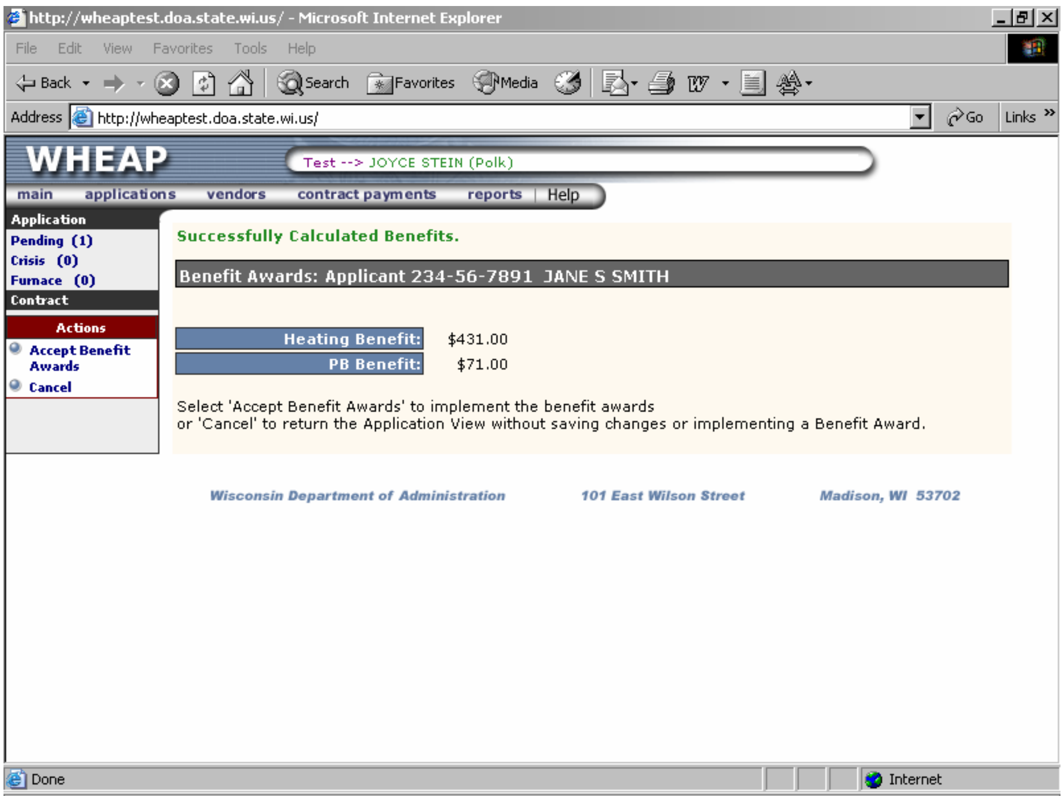
To Generate a Payment, Benefit Notice, Incomplete Notice

After all information has been entered, follow these steps to generate a payment, benefit notice, etc.:

- Review the information on the application and if all is correct and accurate, click on "Save" on the Action Tool bar and the application status will be 'Pending – Unextracted' status. The application may be left here if information is not complete.

- **Incomplete Notification Form** – For applications that are incomplete, an Incomplete Notification form can be generated by clicking on 'Print Incomplete Notification Form' on the Action Tool Bar. Note: the system does not save this form so multiple copies may be printed.
- Click on 'Submit for Benefits' on the Action Tool bar to see results of the benefit calculation.

SCREEN #9 – BENEFITS SUCCESSFULLY CALCULATED



Click on 'Accept Benefit Award' on the Action Tool Bar to implement the benefit awards or 'Cancel' to return the Application View without saving changes or implementing a Benefit Award.

Client Certification Form, Client Benefit Form – These forms are found on the 'Heating Assistance Application Summary.' Select 'Client Certification Form' or 'Client Benefit Notice' on the Action Tool Bar to access the desired form. Note: These forms will open in a separate browser window. The 'Client Certification Form' should be signed by the client and the worker. A copy should be placed in the client's file and a copy of the Client Benefit Notice given to the client.

The worker taking the application should sign the application when the applicant signs the application. When the application is taken at an outreach location, or by phone/mail, the worker's signature should be affixed when the signed certification page is received. The worker signing the application should be the worker who took the application and reviewed the documents that verify items in the application.

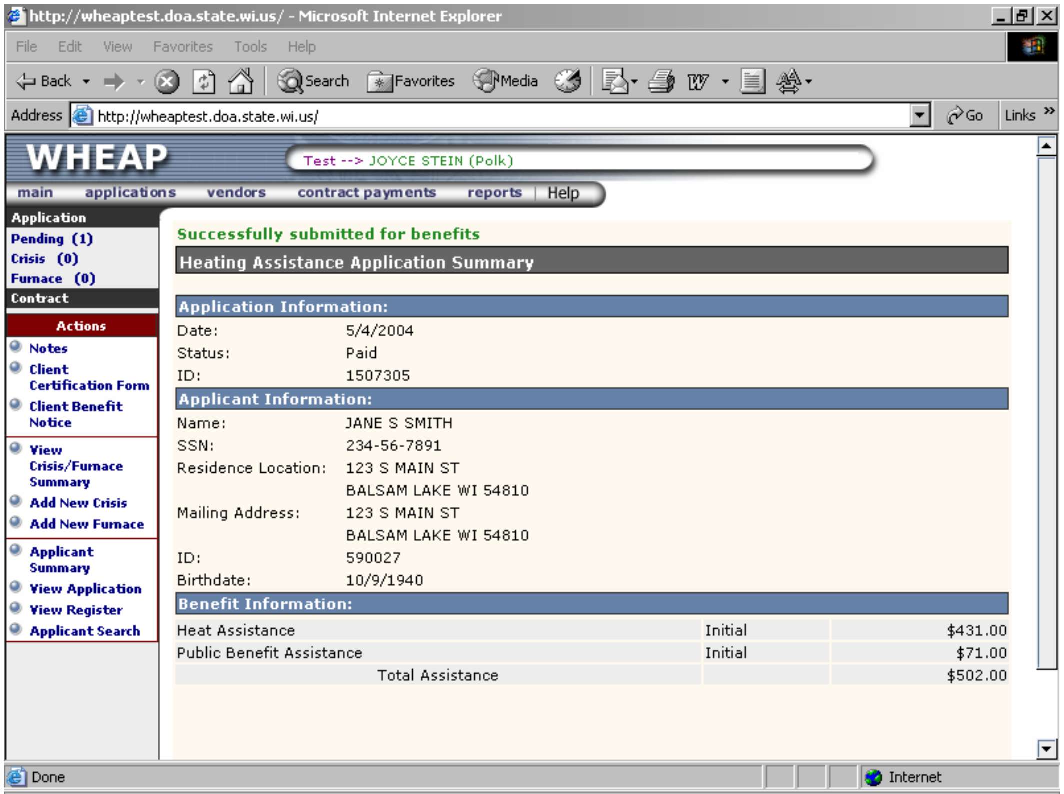
To access the Heating Assistance Summary:

Completed Application--Interactive
If the application is interactive, system will automatically display the 'Heating Assistance Application Summary.'

Completed Application—Non-Interactive
If the application is keyed from a paper application, the system will return to a blank application search. Key in the social security number of the case head and 'Perform Search' (on Action Tool Bar), or use the enter key. From the 'Applicant Summary,' click on Notices (to the right of the application line, to get to the 'Heating Assistance Application Summary.'

Incomplete Application
After application is entered and saved, the application will be in 'Pending-Unextracted Status.' On the Action Tool Bar click on 'View Application Summary,' then click on Notices and you will get to the 'Heating Assistance Application Summary.'

SCREEN #10 - HEATING ASSISTANCE APPLICATION SUMMARY



Crisis Application If there is a crisis to key for this application, click on 'Add New Crisis' on the Action Tool bar and from that screen the worker can add the necessary crisis to the application. See Chapter 6 – Crisis Assistance and Screen #10 above.	
Withdraw Application A client may choose to withdraw the application anytime prior to extraction. Withdrawn applications should always have the minimum information entered. All information provided should be entered even if the application will be withdrawn. Click on the 'Withdraw' on the Actions Tool Bar and the 'Withdraw the Application' screen will appear. Comments as to the reason for the withdrawal must be entered. A system generated denial letter is sent to the client. Click on 'Return to Application View' if the withdraw action is to be cancelled.	

Pending-Unextracted Status If a client is missing information the case should be left in 'Pending-Unextracted' status with comments entered as to what information is missing. The agency may choose to provide to the client the 'Incomplete Notification Form' available on the Action Tool Bar. Clients have 30 days from the application date to provide missing information. If an application is not processed as 'Paid-Unextracted,' the system will generate a Denial letter the first extraction date after the 30-day time frame.
Application Warning If application has been submitted for approval, a warning will appear if no electric fuel type is entered into the system. The worker should return to the application to enter the electric information, or enter a comment that the applicant does have of electrical service in the dwelling.

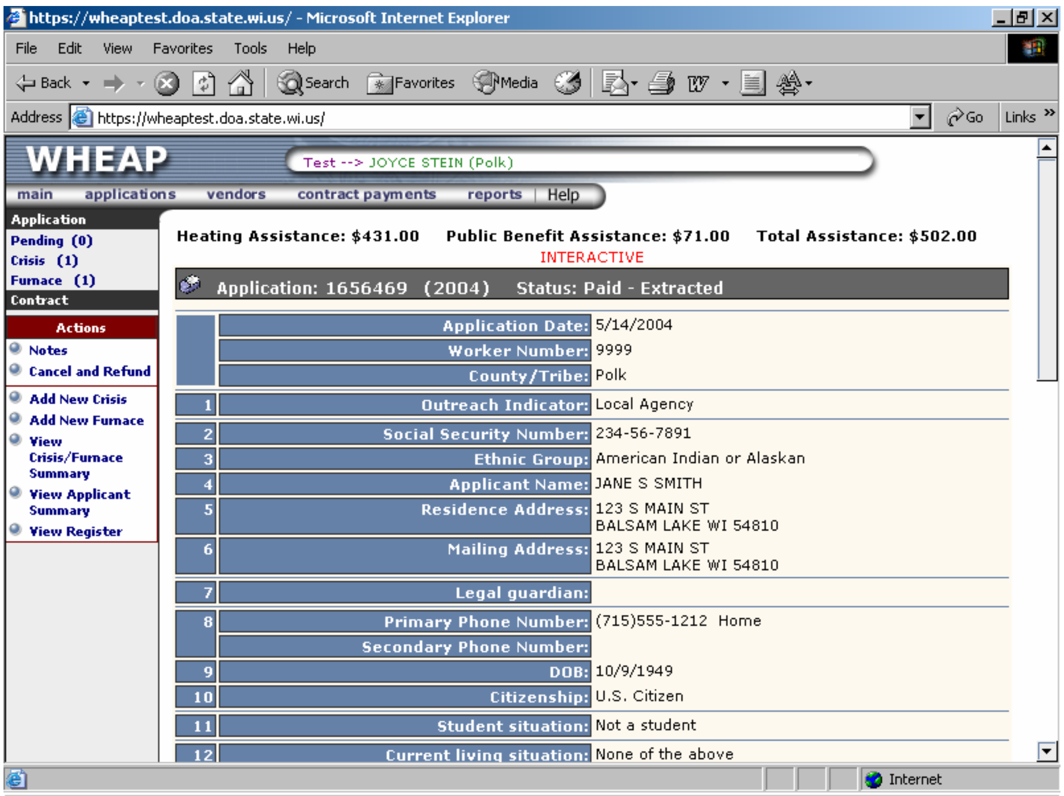
D. Case Status Codes:

- Paid/Denied - Unextracted - case has been processed and will be extracted at the next scheduled extraction date. Changes can be made to these types of cases prior to extraction, after putting them back into 'Pending - Unextracted.'

  NOTE: To put an application back into 'Pending – Unextracted' status, click on 'Change to Pending' on the Action Tool Bar. A warning will appear 'Are you sure that you want to change the application back to pending status?'
- Pending - Unextracted - A case has been entered but is missing information. The system will hold the application for 30 days from the application date. The status will change to 'Denied Unextracted' on the 31st day. Then the case will deny on the next extraction. Changes can be made to a case in 'Pending – Unextracted' or 'Denied Unextracted'.
- Paid - Extracted - A case has been processed as complete, a benefit calculated and extracted.
- No Status - A case in 'No Status' has not been saved. Each evening the system deletes cases that are in 'No Status.' Workers have the capability to delete a case in 'No Status' or choose to save it.

- Denied - Extracted - A case that is 'Denied – Extracted' will not receive a heating and/or a non-heating electric benefit.
- Withdrawn - The case status will show as 'Withdrawn' when the 'Withdraw Application' box had been selected.

SCREEN #11 – TO CANCEL APPLICATION



E. CANCEL AND REFUND

Click on 'Cancel and Refund' on the Action Tool bar. See 'On-Line Help' for step by step instructions to cancel and refund when appropriate.

Note: Applications should be cancelled only when an error is found and the error changes the benefit by more than $10.

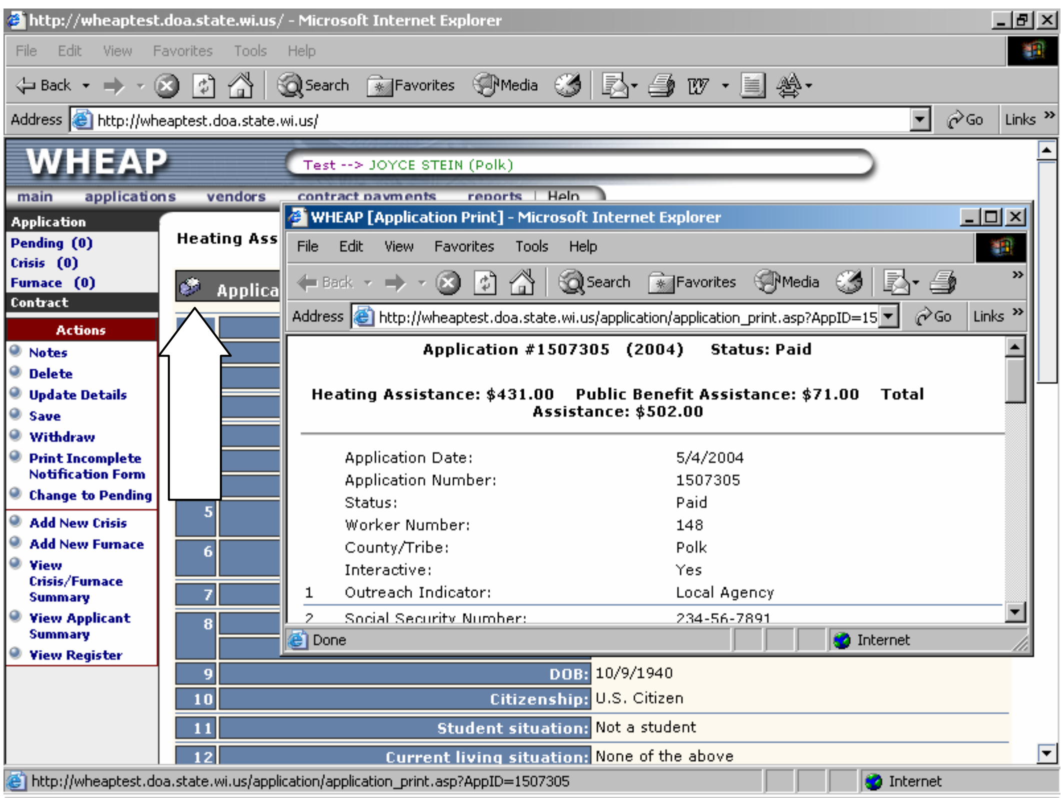
F. REINSTATE APPLICATION

If the agency has canceled a case in error the "Reinstate" function is available to return the application to the pre-cancelled status. This function is located on the Applicant Summary Page only after the cancellation has been submitted and before the case has been extracted. "Reinstate" comments are required.

G. VIEWING KEYED DATA

To the left of the application number is a printer icon (see Screen #12, below). Click on it and all data keyed will appear in an 'Application Print' insert. By clicking on the printer icon, one can print out all data to check for audit, accuracy, information, etc.

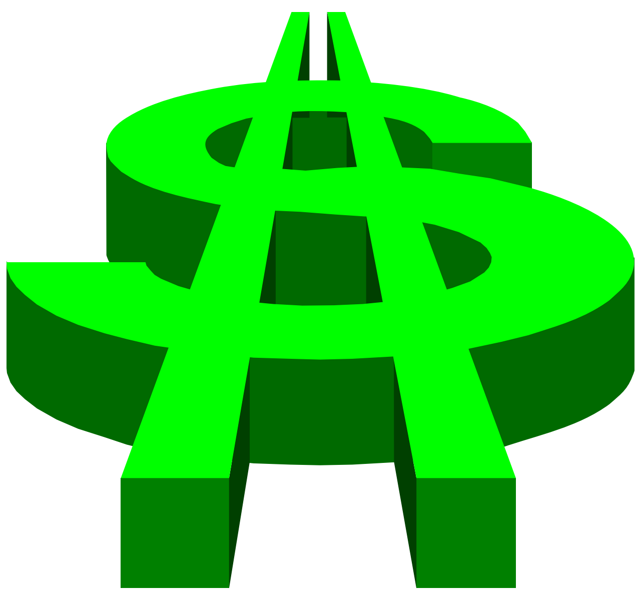
SCREEN #12 – HOW TO VIEW DATA KEYED



CHAPTER

FIVE

PAYMENTS



CHAPTER 5

Payment Process

A. HOME ENERGY COSTS

The Wisconsin Home Energy Assistance Program (WHEAP) provides cash benefits to Wisconsin residents who meet the financial and non-financial program eligibility requirements. (See Chapter 3 - Program Eligibility.) Clients are eligible for one benefit per heating season for their home energy costs, heating and/or electric, provided the application for the heating/electric benefit is initiated before the end of the heating season. The home energy payments are based on a benefit formula.

B. CRISIS BENEFITS

Crisis benefits are also available to clients. Crisis dollars are allocated to each agency for this purpose. The agency determines the amount of each crisis payment to individual clients.

Funds are also available for furnace repair and replacement. Payments for furnace repair and replacement are not paid from the county crisis allocation. Refer to the Chapter 6 - Crisis Assistance and Chapter 7 - Furnace Repair and Replacements for complete information regarding eligibility and agency responsibilities concerning crisis and furnace payments.

C. HOME ENERGY ASSISTANCE PAYMENT DETERMINATION

Home Energy Assistance Benefits are primarily based on poverty level and home energy costs. Poverty levels for the current heating season are provided on the Home Energy Plus web site. They are also available in the WHEAP brochures sent to the agencies.

The WHEAP system calculates the exact poverty level. If a household's poverty level is less than 60%, benefits are based on the 60% poverty figure. If the household's income is more than 150% of poverty, the household is denied because of being over -income unless the household has also been deemed categorically eligible. When a categorically eligible household is over 150% of poverty, the benefits are based on 150%.

D. GENERAL PAYMENT INFORMATION

The WHEAP system automatically calculates the benefit for heating and non-heating costs when application data is accepted for benefits. The WHEAP system also generates payments and issues notification letters to clients informing them of (1) the benefit amount that will be credited to their account or (2) the amount that will be sent to them in the form of a single party check.

E. CHANGES IN PAYMENT AMOUNTS

In certain circumstances, agencies may need to (1) cancel an application and create a new application because the data initially entered was incorrect and resulted in an erroneous payment.

Before an agency cancels an application due to incorrect information, it should be determined if the error will affect the benefit more than $10. An application that was paid to an incorrect vendor should always be corrected.

Agencies may re-calculate benefits to see if the payment difference is greater than $10 by entering data into the Benefit Calculator. To access the Benefit Calculator, chose the Benefit Calculator from ‘Applications’ on the Menu Bar.

The WHEAP system will deny a home energy assistance benefit if any member of the household was a paid case head in another WHEAP household during the current heating season. The system will issue a denial letter stating that the application is denied because a member in their household was paid as a case head in another household.

F. BENEFITS BASED ON COSTS - ITEM 21

To receive a benefit based on actual costs, the bill for home energy costs must be in the name of a household member. The WHEAP system uses the home energy information entered in Item 21 to determine heating and non-heating costs. If actual fuel costs are not provided during the initial application process, benefits will be based on the proxy fuel table.

The information entered in Item 21 must be the reported cost of the household's primary heating fuel usage and electric costs. In cases where electric is used for primary heat, total electric costs will be entered once in Item 21. If the household has any other heating fuel sources for the last 12 months for their current dwelling unit, enter the fuel type and any other information that the client can provide.

NOTE: If the client reports a budget amount, the worker must calculate the budget amount by multiplying the budget amount by 12 to determine annual fuel costs. The worker then enters the results of their calculation as the WHEAP system does not perform the budget amount calculation. If the budget amount is entered without the annual fuel cost calculation, it will result in an inaccurate benefit.

NOTE: The heating costs calculated by the WHEAP system may vary from the fuel information reported in Item 21 because of other factors in the benefit formula.

The WHEAP system automatically:

- **Adjusts for heating degree days when the costs shown in Item 21 are for actual fuel usage**:

1. If the Cost Basis is **Last** year's actual cost or **Prior** year. NOTE: Heating degree day adjustments for "Last" and "Prior" vary due to weather differences in the two time periods.
2. If the costs shown in Item 21 are based on the vendor's budget costs, Item 21 is checked as Budgeted, the WHEAP system does not adjust for heating degree days because the fuel suppliers' calculations have already been adjusted.

- **Compares adjusted actual heating costs to the Proxy Fuel Table**:

1. If the adjusted actual heating costs are greater than two times the proxy for the same dwelling type, fuel type and number of rooms, benefits will be based on two times the proxy amount, rather than actual costs.
2. If the adjusted actual heating costs are less than 75% of the proxy for the same dwelling type, fuel type and number of rooms, benefits will be based on 75% of the proxy rather than actual costs.

G. BENEFITS BASED ON PROXY FUEL TABLE

When zero is entered, the energy system uses the appropriate amount from the Proxy Fuel Table. (See Chapter 4 - Application Process, page 4.30, for instructions on when to enter zero in Item 21, Annual Fuel Cost, of the WHEAP Services Program paper or system application.)

The Proxy Fuel Table provides average annual heating costs for WHEAP recipients in Wisconsin based on:

- Type of housing
- Number of rooms
- Fuel type.

The WHEAP system reduces the appropriate proxy heating cost by 25% to provide an incentive for households to apply with actual heating fuel costs.

NOTE: Once benefits have been calculated using the proxy or actual costs, **DO NOT** change the entry in Item 21 except to correct an error. Fuel costs must be provided as part of the **original** application process and are not to be changed later because the applicant provides new or different information. If an error is discovered after the case is paid, follow the instructions for how to cancel an application for a paid case provided in On-Line Help.

H. RESIDENTS OF GOVERNMENT ASSISTED HOUSING

Residents of government assisted housing or applicants receiving government assistance for rent/heat and/or electric who do not pay heating costs and/or electric are not eligible for heating and/or electric assistance benefits. For example, if heat is included in the rent and household lives in government assisted housing, they do not have an Energy Burden (See Chapter 3). They may be eligible for an electric benefit if they pay their electric costs directly to the vendor or landlord.

I. HOME ENERGY ASSISTANCE CHECKS

1. Checks Sent Directly to Vendor

A homeowner, renter, or a resident of government assisted housing who has a direct obligation to a fuel supplier, will have their home energy benefits sent directly to the fuel supplier.

2. Checks Sent Directly to Applicant

A single party check will be sent to

- Renters who have heat/electric included in their rent, or
- Renters who pay heating and/or electrical costs to the landlord or a trailer park owner, or Energy Services Company (ESCO)
- A person who heats with wood and the wood supplier is not a registered vendor or heats with wood.

3. Checks Sent Directly to the Agency

The energy system sends single party checks directly to local agencies when:

- The **agency requests** that specific checks be sent to them, by entering the agency's address in the mailing address.
- The applicant's **address** is determined to be **unreliable**;
- A lost or stolen **check is replaced;**
- The **applicant requests** that the check be sent to the agency.

4. Checks Sent Directly to Vendors

a. Regular Energy Assistance

The WHEAP system sends home energy assistance checks directly to fuel or electric vendors. All fuel and utility vendors that are registered and participate in Wisconsin Home Energy Assistance Program are certified as 'Direct Vendors.'

b. Crisis Assistance

Crisis assistance payments are sent directly to vendors supplying the crisis services, including heating unit repairs and replacements. In order for the WHEAP program to make crisis payments directly to vendors, all vendors must be registered with the state and assigned a vendor number.

c. Payment Registers

For each extraction a single check is sent to the vendor for all clients identified as their fuel supplier, crisis assistance, or heating system vendor. Cases designated as ready to pay are extracted from the WHEAP system Wednesday evenings and checks are mailed the following Monday. This check is preceded by the vendors' receipt of a payment register. The payment registers are also available on the system for review. Vendors, county staff, and state staff having specific security access are able to view these registers. Local agencies also have weekly payment registers. The local agencies are not sent a paper copy but must review weekly payment county registers online. The payment register includes the following information for each individual benefit: applicant name, social security number (on local agency registers only), account name, account number, the amount of that household's regular WHEAP benefit or crisis benefit or furnace benefit, client's mailing address and the county/tribe of residence (on vendor register) or vendor name (on local agency registers only).

5. WHEAP Vendors

Fuel suppliers and vendors receiving payments must follow the policies outlined in the Fuel Supplier/Vendor Agreement which can be found on the Home Energy Plus web site.

6. Check Returns

a. Heating/Non-heating Assistance Single Party Checks

When a single party heating/non-heating assistance check is returned to the local agency:

1.) By the recipient:

Provide them with a receipt for the check. Cancel the application in the energy system and immediately send the check along with the check stub, if available, to the Energy Assistance Bureau. **DO NOT ENDORSE THE CHECK.**

2.) By the post office (checks aren't forwarded):

Attempt to locate the client. If you obtain a new or corrected address, create case update form with the corrected address and document in notes and mail the check to the client. If you can not locate the client within 45 days of the check date, cancel the application in the energy system. Immediately send the check to the Energy

Assistance Bureau.

3.) Because the applicant died.

If an applicant dies, the check is the property of the estate and should be used to pay outstanding energy bills. If the surviving household retains the energy accounts, the check should not be returned. The check is to be applied to heating/non-heating costs for the surviving household members, not returned. If there are no surviving household members, or estate, return the check along with the check stub, if available, to the Energy Assistance Bureau. **DO NOT ENDORSE THE CHECK.**

b. Direct Vendor Payments

Return of funds is covered in the vendor agreement. The vendor agreement sets forth the procedures to be followed to deal with return of funds.

To deal with credit balances see Section N. Credit Balances.

J. CASE STATUS CODES

1. Paid-Unextracted

The case has been processed and will be extracted at the next scheduled extraction date. Any changes can be made while a case is in 'Paid-Unextracted' status. Example, fuel vendor or information keyed incorrectly or omitted, need to add or delete a household member, etc. After a case is updated in 'Paid-Unextracted' status it **MUST** be submitted again to register the changes.

2. Pending-Unextracted

A case has been saved but information is missing. The system will hold the application for 30 days from the application date. The case will be denied if it is not processed as 'Paid-Unextracted' by the first extraction after the 30 day time period. Any changes can be made to a case that is 'Pending-Unextracted' or 'Paid-Unextracted.'

3. **Paid-Extracted**

   A case has been processed and a benefit has been calculated and extracted. No changes can be made to a 'Paid-Extracted' case.

4. **No Status**

   A case in 'No Status' has not been saved. If all the information is entered but the case is not saved, the case will appear in 'No Status.' The system will delete daily all cases that are in 'No Status.' Workers also have the capability to delete a case in 'No Status' or chose to save it. The 'Delete' function appears on the Action Tool Bar when one is viewing the application.

   NOTE: When a case in 'No Status' is deleted, the information that was previously keyed is permanently removed.

5. **Denied-Unextracted:**

   A case in 'Denied-Unextracted' status is scheduled not to receive a heating or a non-heating benefit.

6. **Denied-Extracted:**

   A case in 'Denied-Extracted' status did not receive a heat/PB benefit or original benefit was cancelled, no edits can be made and no payments were issued.

7. **Withdrawn:**

   The case status will show as 'Withdrawn' when the withdrawn function is selected on the Action Tool bar when you are viewing the application.

8. **Cancelled Cases**

   A cancelled case will either 'Paid' or 'Denied.' The 'Cancel' function is used to correct errors on a case that was paid incorrectly. Before a case is cancelled, the agency should determine if the correction will affect the benefit more than $10. Cancellations should be performed only if the benefit amounts will be affected by more than $10.

K. PARTIAL REFUNDS:

Vendors should notify the local agency of any partial refunds, heating and non-heating, which can not be forwarded to a new vendor or to the client. A partial refund should be verified within 30 days of the change. All efforts should be made to locate the client to forward the remaining balance. If the client can not be located or the name of their new vendor can not be obtained, the Vendor should notify the local agency. The local agency will notify the Energy Assistance Bureau and the partial balance should be sent to:

DOA/Division of Energy
Attn: WHEAP Refund
101 East Wilson Street, 6th floor
P. O. Box 7868
Madison, WI 53707-7868

The reasons to return client credit balances are:

- If a client moves out of state and there is no forwarding address.
- An applicant dies and there is no estate to transfer the money.

The vendor may choose to issue a check for multiple clients. The following list of information should accompany the check:

- Applicant Name
- Amount being refunded
- Reason for the refund
- Indicate Heating, Non-heating or Crisis Benefit
- Heating season or date of original check.

Once the check and information are received from the vendor, the Energy Assistance Bureau will enter the partial refund in the WHEAP system. The Energy Assistance Bureau will enter case comments to explain the refund.

Some vendors have indicated that due to their check processing procedures, they can not include the list of clients with the check. In this instance vendors may send an e-mail, list the client information and inform us to expect the check. The e-mail message should be sent to:

heat@doa.state.wi.us

All other partial balances should be handled per the Refund Policy on the Vendor Agreement. **NOTE**: A copy of the Vendor Agreement can be found on the Home Energy Plus web site.

L. STOP PAYMENTS/REPLACEMENT CHECKS

The local agency may request a stop payment for the following reasons.

1. If the local agency becomes aware of information that would have made the case ineligible (whether or not the incorrect information resulted from fraud) **and** the check has not yet been cashed.
2. If the check has been lost, stolen or destroyed.

Note: The person listed on the Contact Screen as the WHEAP Coordinator is the only person authorized to request a replacement check. If the WHEAP Coordinator authorizes another person as his/her designee, s/he must notify the Energy Assistance Bureau.

In the case of fraud or when the local agency becomes aware that the client is ineligible, the WHEAP coordinator or his/her designee must notify the Energy Assistance Bureau in writing or by e-mail. Information is to include the same as listed below for a Stop Payment Request. No Affidavit of Lost, Destroyed or Stolen Benefits form is needed.

To replace a lost, stolen or destroyed check:

- The client must complete an Affidavit of Lost, Destroyed or Stolen Benefits (DOA-9619). See example form in Appendix - FORMS, LETTERS, ETC. Do this **before** notifying the Energy Assistance Bureau.
- Vendors do not have to complete an Affidavit.
- The local agency is to keep the yellow copy of the Affidavit of Lost or Stolen Benefits in the client's file, give the pink copy to the client, and **immediately** send the white copy to the Energy Assistance Bureau.
- If a check has been mutilated or destroyed, return as much of the check as possible to the Energy Assistance Bureau.

<u>NOTE:</u> The Energy Assistance Bureau will not send the replacement check until the copy of the Affidavit has been received.

- After the client has signed the Affidavit of Lost, Destroyed or Stolen Benefits (Form DOA-9619), send a stop payment request to Energy Assistance Bureau in writing or via E-mail. The request is to be in the following format:

  Re: Stop Payment Request

  (1) Type of check (home energy or crisis);

  (2) Check number;

  (3) Check date (this is not the date case was entered into WHEAP data base);

  (4) Full name of case head;

  (5) Vendor name (do not use vendor number) or 'No Vendor' (if single endorsement number);

  (6) Amount of check;

  (7) Case number;

  (8) Reason code for the stop payment request: (L = lost, S = stolen, D = destroyed, or I = ineligible). Use only one code.

- Once a 'Stop Payment' request has been sent to the Energy

Assistance Bureau, the request can not be rescinded **UNLESS** the Energy Assistance Bureau has not completed the in-house procedures. **NOTE:** The local agency may call the Energy Assistance bureau before making this request in writing or via e-mail.

- If a check is recovered after issuance of a stop payment, it is not negotiable and must be returned to the Energy Assistance Bureau with 'Payment Stopped' written across the face of the check.
- A WHEAP check on which payment has been stopped can be replaced only with a State Treasurer's 'S' series replacement check. 'S' series checks are not generated through the WHEAP system.
- For lost, stolen or destroyed checks, the Energy Assistance Bureau will not release 'S' series checks until a signed Affidavit has been received. If the Affidavit is not received by the Energy Assistance Bureau **within 30 days of the date of the replacement check**, the "S" series check will be re-deposited.
- After the Energy Assistance Bureau receives the 'S' series check, the 'S' series check is then mailed to the local agency for delivery to the client. NOTE: Replacement checks will **not** be mailed until Affidavits are received by the Energy Assistance Bureau.
- If the State Treasurer finds that a check for which a 'Stop Payment' was requested has been cashed, a photocopy of the check and the Affidavit-Forged Endorsement (ST/31) and Handwriting Specimen (ST/99) forms will be sent to the local agency.
- The local agency must initiate an investigation in cooperation with law enforcement authorities. Show the photocopy to the client. If the client insists the signature isn't his/her own, have the client complete form ST/31 and take the oath contained on that form. The client must also provide handwriting samples on form ST/99. Mail both copies of form ST/99 and three copies of form ST/31 (giving the pink copy to the client) along with the photocopies of check to the Energy Assistance Bureau within 30 days.
- U. S. Bank will initiate a forgery investigation and issue a cashier's check when a settlement is received or issued on the forged check.

The Energy Assistance Bureau will forward it to the local agency.

M. CHECK STATUS

To find out whether a check has been cashed, send an email or call the Energy Assistance Bureau to request a ‘Check Status.’ **Be sure to specify that a stop payment is not requested.** If you want a stop payment, follow the instructions for Stop Payments.

N. CREDIT BALANCES

Registered fuel suppliers and vendors, as a part of their written agreement with the Energy Assistance Bureau, will apply the following policy to **home energy and crisis assistance credit balances:**

1. Credit balances: If no change occurs in the residence of the WHEAP recipient and the recipient retains the same supplier, the credit balance of WHEAP funds remains with the supplier until exhausted.
2. Unclaimed Credit Balances - **Current** Heating Season: In the event there is a balance of WHEAP funds remaining on an account from the same heating season in which the benefit was paid AND (1) the account becomes inactive AND (2) a customer terminates their relationship with the supplier AND (3) the supplier is unable to locate the customer, any balance of energy funds is to be returned by check to the Energy Assistance Bureau with the information listed in #10.
3. Unclaimed Credit Balances - **Prior** Heating Season: Notwithstanding any other provisions of this agreement if a balance remains from a previous heating season and the client can not be located to forward the payment to, a check must be sent to the Energy Assistance Bureau with the information listed in #10.
4. Move Within State and Change of Fuel Supplier: If the recipient changes fuel suppliers or their fuel type, or moves to another residence within the state and has a relationship with a new fuel

supplier; then the supplier holding the credit balance of WHEAP funds (crisis and/or regular) MUST TRANSFER THE BALANCE TO THE NEW FUEL SUPPLIER OR NEW ACCOUNT.

EXCEPTION: In the event a recipient changes electric providers and the new electric provider is not a participant of the State Public Benefits program, any electric credit balance is to be returned to the Energy Assistance Bureau with the information listed in #10.

5. Move and No Relationship with Fuel Supplier: When a WHEAP recipient moves his or her household and as a result the recipient has no direct relationship with a fuel supplier any credit balance of regular WHEAP funds is to be transferred by cash or check to the recipient. Any balance of crisis assistance funds is to be returned by check to the Energy Assistance Bureau with the information listed in #10.
6. Move Out of State: When a WHEAP recipient moves out of Wisconsin, any credit balance of regular WHEAP funds is to be transferred by cash or check to the recipient within 30 days of the move. In the event an out of state forwarding address is unavailable the supplier must follow the procedures listed in item #2 or 3 of this agreement. Any balance of crisis assistance funds is to be returned by check to the Energy Assistance Bureau. **EXCEPTION: In the event a recipient changes electric providers and the new electric provider is not a participant of the State Public Benefits program, any electric credit balance is to be returned to the Energy Assistance Bureau with the information listed in #10.**
7. Deceased Recipient: In the event a credit balance of WHEAP funds remains for a deceased recipient with no surviving household, the balance is to remain with the client's estate.
8. Direct Vendor Payments: All WHEAP payments made to a fuel supplier shall be applied to the current heating season costs. WHEAP payments that exceed current heating season costs shall be applied as a credit to the customers account. Credit balances shall be

handled in accordance with the policies of this agreement. Any balance remaining shall be credited to the customer's account.

9. Incorrect Payments: All suppliers are required to review the weekly WHEAP payment register for accuracy of home energy assistance and crisis assistance payments. In the event a home energy assistance payment is made to a supplier in error, the vendor should contact the local agency (listed on the payment register) in which the client applied for WHEAP benefits within 30 days to correct the error. Payments made in error must be corrected by the local WHEAP agency and will be refunded from the next regular WHEAP Home Energy Assistance payment made to the supplier. In the event a crisis assistance payment is made to a supplier in error, a check for the amount of the payment error must be returned to the Energy Assistance Bureau using the information in Item #10.

10. Return Address for Refunds to the State of Wisconsin

    Mail refunds to:
    DOA/Division of Energy
    Attn: WHEAP Refund
    101 East Wilson Street, 6th floor
    P. O. Box 7868
    Madison, WI 53707-7868

    Refunds must include the following information:

    - Customer's name;
    - Social Security Number (if known);
    - Customer's address;
    - Name of agency where customer applied for WHEAP assistance;
    - Indicate Heating, Non-Heating or Crisis Benefit
    - Date of home energy assistance check (preferable) or heating season when the check was issued; and
    - Reason for the return.

NOTE: If local agency believes the fuel supplier or vendor is not adhering to its agreement, the local agency should notify the Energy Assistance Bureau for investigation. If there is a violation of the agreement, the Energy Assistance Bureau will recommend to the Energy Assistance Bureau Director that corrective action be taken, e.g., suspension of fuel supplier/vendor agreement.

O. DUPLICATE PAYMENTS

The WHEAP system has edits that control against duplicate payments. Each case head's SSN is crossed referenced with the SSNs of all case heads already entered. If a number matches, the system will display previously submitted SSN activity.

P. OVERPAYMENTS AND REPAYMENTS

For single party checks or crisis benefits, the local agency must establish a separate file on overpayments. The file should include:

- A list of those cases in which an overpayment may have been made;
- the date the recipient was notified of the overpayment;
- The disposition made, i.e., recovery; and
- The date and amount of any recovery or the amount of un-collectible funds.

Q. VOLUNTARY REPAYMENTS

The local agency must ask the recipient to voluntarily repay an overpayment. If he/she agrees to repay, use the WHEAP Repayment Agreement model form.

All overpayments must be refunded to the Energy Assistance Bureau <u>within one year from the date of the check which included the overpayment</u>.

Overpayments should be mailed to the Energy Assistance Bureau with a note specifying the following:

- Name
- Full address
- Social security number
- Reason for the overpayment
- Indicate Heating, Non-Heating or Crisis Benefit
- Name of WHEAP Agency
- Date of the initial energy check or the appropriate heating season.

If the recipient chooses to pay in monthly installments, the local agency must send the payments to the Energy Assistance Bureau as they are received. The local agency is responsible for ensuring that the Energy Assistance Bureau receives the full overpayment within one year from the date of the check. However, if the recipient requires a repayment plan in excess of one year, full payment is expected to be made as soon as possible.

R. INVOLUNTARY REPAYMENTS

The local agency must ask the recipient to voluntarily repay an overpayment. If he/she refuses to voluntarily repay WHEAP benefits paid to them in error, the local agency needs to notify the Energy Assistance Bureau and including the following information:

- Name
- Social security number
- County/tribe originating repayment directive
- Current county/tribe of residence (if different from originating county/tribe)
- Indicate Heating, Non-Heating or Crisis Benefit
- Amount due
- Reason for overpayment

The Energy Assistance Bureau will keep this information in a Repayment

File.

The applicant may satisfy his/her outstanding debt by repaying the full amount owed or negotiating an acceptable repayment agreement. They may repay the debt in any of the following ways:

- Apply all or a portion of their Home Energy Assistance check toward the outstanding debt (whichever is applicable);
- Pay part of the debt by check (personal, cashiers, or money order) and the remainder with the energy check;
- Pay all of the outstanding debt by check (personal, cashiers or money order).

In all cases, return to the household that portion of the energy check not used to satisfy the outstanding debt.

The county/tribal agency must notify the Energy Assistance Bureau if the applicant makes a payment. The agency must also notify the Energy Assistance Bureau to remove the applicant's name when the overpayment has been repaid or satisfactory arrangements have been made to repay the debt.

S. BANKRUPTCY

If an agency receives a stay order from a court stating that a client has filed bankruptcy and listed the agency as a creditor, suspend re-coupment activity pending the outcome of the bankruptcy petition. Immediately file proof of claim with the court.

When the bankruptcy process is complete, the court will notify the local agency of the outcome. Consult your agency's counsel or district attorney for instructions on resuming re-coupment activity.

CHAPTER

SIX

CRISIS

ASSISTANCE

CHAPTER SIX

CRISIS ASSISTANCE

Crisis Assistance is to provide emergency and pro-active crisis services to assist clients with home energy costs. The agency has some latitude in the delivery of the LIHEAP crisis and Public Benefit crisis services and benefits – how many times to assist an eligible household, type of assistance to provide, and how much assistance is provided, etc.

Crisis Plan Required

Agencies shall develop a 'Crisis Plan' to use internally to handle various types of crisis situations. LIHEAP Crisis Funds and Public Benefit Funds are subject to the availability of funding. The funds should be spent on households needing special assistance or households requesting and needing emergency or pro-active assistance. Factors to be considered are the number of cases assisted the prior year, funding available, and the Agency's projection of need for the current year.

A. CRISIS ASSISTANCE COMPONENTS:

1. Emergency Services – Provided during the heating season (October 1 – May 15);
2. Proactive Services -- Provided within the program year, (October 1 – September 30).
3. Low Income Home Energy Assistance Program (LIHEAP) Federal Crisis Benefits are allocated to each county/tribe to assist clients with both their home heating and, in some cases, electric costs.
4. State Public Benefit Crisis Benefits are allocated to each county/tribe to assist clients with their electric costs. Only clients served by a utility participating in the State Public Benefits Program may receive Public Benefit crisis assistance.

   Some municipal and cooperative utilities conduct their own 'Commitment to Community' Programs instead of participating in Public Benefits. Clients of utilities not participating in the State Public Benefit program are not eligible for an electric benefit or PB Crisis benefit through the State Public Benefit Program. These clients should be referred to the utility's Commitment to Community program. However, those clients may be eligible to receive LIHEAP Crisis dollars.

5. Heating Unit Repair/Replacements - see Chapter 7.

B. ELIGIBILITY—BASIC PROVISIONS

There is no entitlement to crisis assistance benefits. Crisis benefits and services are determined by the local provider agency prior to payment for any benefit.

To be eligible for Crisis Assistance applicant households must:

- Meet the WHEAP non-financial eligibility criteria.
- Meet the WHEAP financial eligibility criteria.
- Clients that have heat and/or electric service included in rent are not eligible for crisis assistance – emergency or proactive.
- Have paid on their heating bill at least $25 in the previous six (6) months to be eligible for any heating related crisis payment, and paid on their electric bill at least $25 in the previous six (6) months to be eligible for any Public Benefits (electric) crisis payment. The household may not count assistance from WHEAP, utility allowances, KWWF, Salvation Army, Catholic Charities, or others as part of the required household payment(s). The agency may make an exception to the required household contribution if the Crisis Assistance application is an Emergency Assistance (no heat) and:
  a. Is the first crisis assistance application of the season; or
  b. Applicant moved from another state in the last 3 months; or
  c. This first contact with the household came as an after-hours/weekend emergency request.

The maximum amount of the exception shall be limited to the amount of the assistance provided and may not exceed $500.

- The household has received less than $1000 in total Crisis Assistance benefits during the program year (October 1 through September 30). The Energy Assistance Bureau may grant one exception to the $1000 Crisis Assistance benefit limit for a household during a program year upon request by the local agency. Maximum amount of the exception shall be $300. The agency should identify several of the following conditions to justify the request for an exception:

  a. Household faces an emergency (loss of heat).
  b. Household faces a loss of electrical service which will create an emergency (loss of heat).
  c. Household heating bills are greater than 100% of the annual household income.
  d. During the past twelve (12) months the household has made payments toward the heating bills that represent more than 10% of household's annual gross income.
  e. Household contains a vulnerable individual (child under 6, verified disabled individual, or individual over 70), and the household has contributed more than 7% of its annual gross income towards energy costs in the past twelve (12) months.
  f. The expected high temperatures for the next 72 hours will be below freezing (32 F).
  g. Other housing options do not exists for the household (no family, friends, or other resources are available).
  h. The household has no other resources (savings or other assets) to draw upon.

- In extraordinary circumstances the Energy Assistance Bureau may grant a special exception to the minimum payment in the past six months. The agency must be prepared to identify several of the following circumstances to support the request for an exception:

a. The low level of income available to the household
b. The presence of vulnerable individuals in the household
c. The absence of other housing options to use until the emergency is abated
d. Cold temperatures are expected for the near future; high temperatures for the next 72 hours are not expected to exceed 25 degrees (F).
e. The household has no other resources to draw upon.
f. The household has met the local agency's, and at a minimum the Division's, required household contribution toward their energy bills.
g. The total amount of Crisis Assistance benefits paid to the household does not exceed $1000, and with the exception the total amount of Crisis Assistance benefits paid will not exceed $1300.

NOTE: Agencies may establish more restrictive guidelines for eligibility for Crisis Assistance Benefits. When an agency adopts more restrictive guidelines, or additional guidelines, these policies must be spelled out in the agency's Crisis Assistance Plan. For example an agency may:

1. Set a maximum sum of Crisis Assistance benefits that is less than $1000.
2. Set a required household payment amount that is higher than $25.
3. Establish a time frame shorter than the past six months for required payments.
4. Establish other non-monetary requirements (such as attending energy education or budget counseling)
5. Require community service work for households without any income to earn eligibility. In these cases, the local WHEAP agency must value the community service work at least at the minimum wage and the total community service work credit must meet, or

exceed, the $25 within the previous 6 months, or within 30 days after receiving the Crisis Assistance benefit. Local agencies may set higher dollar value thresholds for the community service work and time frames of less than six months to establish eligibility for Crisis Assistance benefits

C. EMERGENCY SERVICES

Emergency Services are provided to households experiencing actual or imminent loss of essential home energy.

Cooling assistance may be provided only during the summer months in cases of extreme heat. Agencies may not implement cooling measures unless a state or local public health official declares a heat emergency, **AND** authorization is given from the Energy Assistance Bureau.

1. Agency Responsibilities

The agency must respond to requests for Heating Emergency Services, and to Cooling Emergency Services if a cooling emergency is authorized, within 48 hours. If the situation is life-threatening, the agency must respond within 18 hours.

The response must protect the health and safety of the household members and alleviate the emergency. After the emergency is dealt with, agencies should assess a client's situation by using proactive services to continue to work with clients to avoid future crisis situations.

Examples of how to address an emergency situation:

- A telephone call to the heating or electric supplier to guarantee a payment.
- Relocation of the household (temporary or permanent).

- Provide heating unit repair or replacement, when appropriate through the Emergency Furnace program, see Chapter 7.
- Provide cooling assistance (air conditioners, fans etc.) when appropriate **and** authorized by the Energy Assistance Bureau.
- Any other action or combination of actions that will at least address the emergency and protect the safety of the client.

When the agency is notified (either by an applicant or another party) that a household has no heat or will have no heat before the end of the next working day, the agency should determine whether there is a threat to health or safety. The agency should also determine whether the circumstances are life-threatening in assessing what measures to take.

Agencies may pay a portion of a household's non-heating electric bill. Federal LIHEAP Funds and/or State Public Benefit Funds are available to use for participating vendors.

Agencies should base their determination and action(s) on the criteria listed below. Keep the relationship of each factor with the other three in mind.

- Expected low temperature during the period before the next working day.
- Condition of the dwelling unit (i.e., is it habitable, is the furnace operable, etc.)
- Alternatives available to the household (i.e., temporary relocation, other resources, etc.)

Agency staff must enter complete Crisis notes in the WHEAP System that explain the circumstances of the crisis and how the crisis service will assist the client. Crisis notes are required for each occurrence.

2. Crisis Notes Entries must include:

- When the request was received - this is not necessarily the application date.
- Nature of request e.g. out of fuel, etc.
- Date action was taken.
- Responses:
    - If response is heating unit repair or replacement (See Chapter 7)
    - If the response is cooling assistance, document the date of declaration of heat emergency AND the authorization from Energy Assistance Bureau to implement cooling measures.

If an emergency exists, but the household is not eligible, the agency must refer the applicant to other agencies. Enter the referral into the Crisis Notes.

When the ineligible applicant is a customer of a regulated utility, contact the utility. If the problem can not be resolved, or the contact person is unknown, call the Public Service Commission's Consumer Services Bureau at (608) 266-2001 or 1-800-225-7729 (TTY: 608-267-1479) for assistance. Enter the referral code and comment on the Crisis Notes. Clients who are ineligible because their electric vendor is not participating in the Public Benefits Program should be referred to their electric vendor's 'Commitment to Community' program.

3. Emergency Services must include:

- **Capacity for reporting emergencies outside of office hours.** This may be a telephone number currently in existence. For numbers outside your agency (sheriff, 911, etc.), there must be written procedures for coordination between your agency and the other source. These procedures must include methods for information collection and follow-up procedures that are agreed to by all parties. This number must be published and available to clients throughout the county.

- **Agreements with local fuel suppliers**
  This includes heating contractors, wood dealers, and other vendors supplying energy related services. The agreements shall ensure response to fuel and heating unit emergencies, including those that occur outside of office hours.
- **Home Energy suppliers and heating contractors**
  A method must be in place for the utilities to easily report fuel emergencies.
- **Outreach and public information**
  Activities to insure that people are aware of the program and how to obtain assistance. The handling of crisis situations should be incorporated into the 'Outreach and Strategy' plan. (See Chapter 2, page 2.2)

4. **Agencies need coordination with providers for the essential provision of Emergency Services:**
   - **A method to follow up on utility disconnects**.
     Agencies must have agreements with local regulated utilities regarding procedures to be followed in the event of an actual disconnect.
   - **Agreements from non-regulated utilities and bulk fuel dealers** (that are registered WHEAP fuel vendors serving households in the agency's area) to notify the WHEAP coordinator or other designated staff person of all households who have been refused delivery.
   - **Identification of a person(s) within the agency** to assess referrals from fuel suppliers, utility Early Identification Programs (EIP), state or county weatherization operators or other local agencies. This person may be the WHEAP coordinator, WHEAP crisis assistance worker, IM/ES worker, social services worker or any other agency staff.

- **An established procedure with heating contractors** to ensure response within 72 hours for heating unit emergencies and availability of heating units that meet the efficiency requirements shown in the FURNACE REPLACEMENTS SPECIFICATIONS (see Appendix).

5. Emergency Services Additional Eligibility Provisions Are:

Applicants must:

- Have no heat or will have no heat by the end of the next working day. Household lacks home cooling devices during periods of extremely hot summer weather ~~and~~ when an emergency exists AND is approved by the Energy Assistance Bureau according to the criteria listed in Agency Responsibilities.
- If a household does not meet the three-month eligibility and the agency wishes to address the emergency, the system will automatically process the case if the previous month's income is at or below the one-month eligibility level.
- If the client is still ineligible using last month's income and the household's financial circumstances have changed (i.e., divorce, loss of a job, etc.), agencies may estimate current month's income and enter the current month income on the crisis screen.
- If an emergency benefit is provided when an application is not in the system (in dealing with after-hours/weekend situations) and the household is subsequently found over income and not eligible for crisis benefits, or the client fails to complete the application, the household is responsible for repayment of the total benefit.
- Households may be eligible for emergency assistance if the denial of regular benefits was because the household:

  - Is ineligible for heating assistance benefits only because a household member was a paid case head in another WHEAP household during the current heating season.
- In the crisis assistance program, households may receive more than one crisis benefit during a program year. It is allowable to issue numerous payments to a client for recurring emergencies.

6. Emergency Crisis Benefits

The maximum sum of Crisis Assistance benefits paid any household shall not exceed $1000 during a program year (October 1 through September 30). In addition Emergency Crisis Assistance payments are limited to what is necessary to address and alleviate the emergency. The action must be reasonable and sufficient to remove the immediate threat to health and safety.

Agencies must determine the most appropriate and cost-effective solution to the emergency. For example: A household out of LP gas has a supplier refusing to deliver fuel unless the arrearage is paid in full. If the arrearage is excessive and the supplier refuses to renegotiate the debt, you can relocate the household, provide alternate heating, arrange for a different fuel supplier, etc. Once the emergency is alleviated, agencies should assess the client to see what pro-active services might assist the client.

Agencies must make available the following benefits for Emergency Services:

- Provision of funds for or on behalf of eligible households to handle the immediate fuel/cooling emergency.
- Provision of temporary shelter for households experiencing fuel/cooling emergencies.
- Repair or replacement to the heating unit using the primary fuel type reported on the Home Energy Plus Application form, see Chapter 7.

- Repair or replacement to room size air conditioners, fans and window locking devices if a cooling emergency is authorized.

D. PROACTIVE SERVICES

AGENCY RESPONSIBILITIES: The agency must respond to applications for Proactive Services within 30 days from the application date.

Proactive Services are non-emergency services designed to assist households to pay for current home energy costs, establish self-sufficiency practices, help decrease arrearages and maintain service. Criteria that may be used in assessing pro-active services:

- Has experienced one or more emergencies during the current or past heating season.
- Have home energy bills that are clearly beyond the household's ability to pay after the heating and non-heating assistance benefit and, if appropriate, utility allowance, is taken into account. This may be due to excessive fuel costs, unreasonable percentage of income required to pay for heat, high medical bills, loss of income, or other extenuating circumstances.

1. PROACTIVE BENEFITS

The maximum sum of Crisis Assistance benefits paid any household shall not exceed $1000 during a program year (October 1 through September 30). This amount includes both Emergency and Proactive Benefits.

Agencies must have the capacity to provide the following heating Proactive Benefits and Services:

- Heating unit repair or replacement. See Chapter 7.

- Proactive payments, including co-payment agreements with clients. **NOTE: Co-payments agreements must end August 31st.**
- Budget counseling and money management services.
- Energy conservation training, counseling, etc.
- Individualized energy needs assessments with the assistance of weatherization operators, utility energy audits, where available and in home inspections.

The following non-heating Proactive Benefits require that the client's electric provider be a participant in the State Public Benefits Program:

- Furnace Tune and Cleans, using Public Benefit funds.
- Replacement of fuel oil or propane tanks and/or lines, using Public Benefit funds.
- Chimney repair and cleaning if not included in a furnace replacement, using Public Benefit funds.

The agency must determine, on a case-by-case basis, the most appropriate benefit(s) to be provided to households eligible for Proactive Services. The benefit(s) may be provided by agency staff, contractor staff, or other entity that the agency has an agreement with to provide benefit(s).

See the "Crisis Codes" located at the end of this chapter for an explanation of various crisis codes to be used for various services.

2. Additional Proactive Crisis Eligibility Provisions

For Proactive Services applicants must:

- Have heating costs beyond their ability to pay after the Heating Assistance benefit and, if appropriate, the heating allowance is taken into account. This may be due to excessive fuel bills, unreasonable percentage of income required to pay for heat, etc.; and

- Households may be eligible if the denial of services was because the household :
  - Applied for assistance outside of the program dates for heating assistance, or
  - Is ineligible for heating assistance benefits only because a household member was a paid case head in another WHEAP household during the current heating season.

3. Proactive Payments and Co-Payment Agreements.

Proactive payments are payments made under the Proactive portion of Crisis Assistance.

Co-payments are agency payments conditioned on households paying an agreed monthly (or other specified time period) amount to the vendor. An agency may condition co-payments on the household completing other activities, in addition to or in place of vendor payments (such as completing energy education or budget counseling programs, or performing community service). These benefits are coded as SCCC (LIHEAP) or SPBC (Public Benefits.) Agencies may choose a variety of ways to distribute funds on a co-payment. The agency shall have a written co-payment agreement that is signed by the worker and the client that states the conditions of the agreement.

Co-payment agreements may begin at the beginning of the heating season (October 1). No co-payment agreement may extend beyond August 31st of each program year. All co-payment agreements must be completed and final payments entered by the last extraction date of the current program year. Co-payment agreements may not cross program years. Applicants requiring additional proactive assistance may reapply.

In situations where the household **defaults** on a co-payment agreement, the actual amount paid will be less than the original obligated amount. **Note**: When a client defaults, the agency worker must cancel the corresponding scheduled payment, but can leave the remainder of the co-payment in reserve.

E. CRISIS APPLICATION PROCESS

Applicants **must** have had eligibility determined by having completed a Home Energy Plus Application at any time during the current program year to be eligible for Crisis Assistance. If a client is deemed eligible for the current program year the eligibility may apply for the entire program year for any crisis/pro-active services.

For applicants who have not applied during the heating season, eligibility **must** be determined by completing an application. The applicant will be denied a heating and/or an electric benefit because it is outside the heating season, but the applicant may be eligible for proactive crisis assistance.

If the household circumstances have changed since the regular benefit was paid, the agency should re-determine eligibility.

There is no reimbursement for actions taken by vendors or applicants prior to approval by the local agency.

If the household is ineligible for Crisis Assistance, the agency must provide:

- A verbal denial within 48 hours of the request for Emergency Services followed by the appropriate crisis assistance denial letter.
- Written notice of denial within 30 days of the request for Proactive Services. The WHEAP crisis system automatically

generates a denial letter when a case exceeds the financial eligibility income limits or when an application is incomplete. The worker may also generate denial letters due to adequate assets, other reasons, etc. (See Screen 13 on page 6.25)

When an emergency occurs outside of the agency's regular working hours, the agency must obtain the minimum information to be able to enter and pay for an after hours service and to determine eligibility:

- Applicant Social Security Number, application date, interactive or not, outreach indicator, ethnic group, applicant name, applicant's site address, mailing address, number of disabled, indicate 'Yes' or 'No' for 'Child Family Housing Value,' and enter zero Income Household when Updating Details. "Save" and submit for benefits. The application will be Denied Unextracted status. The worker can then add the appropriate emergency crisis code and select the Override function. The crisis then will be in Paid unextracted status.

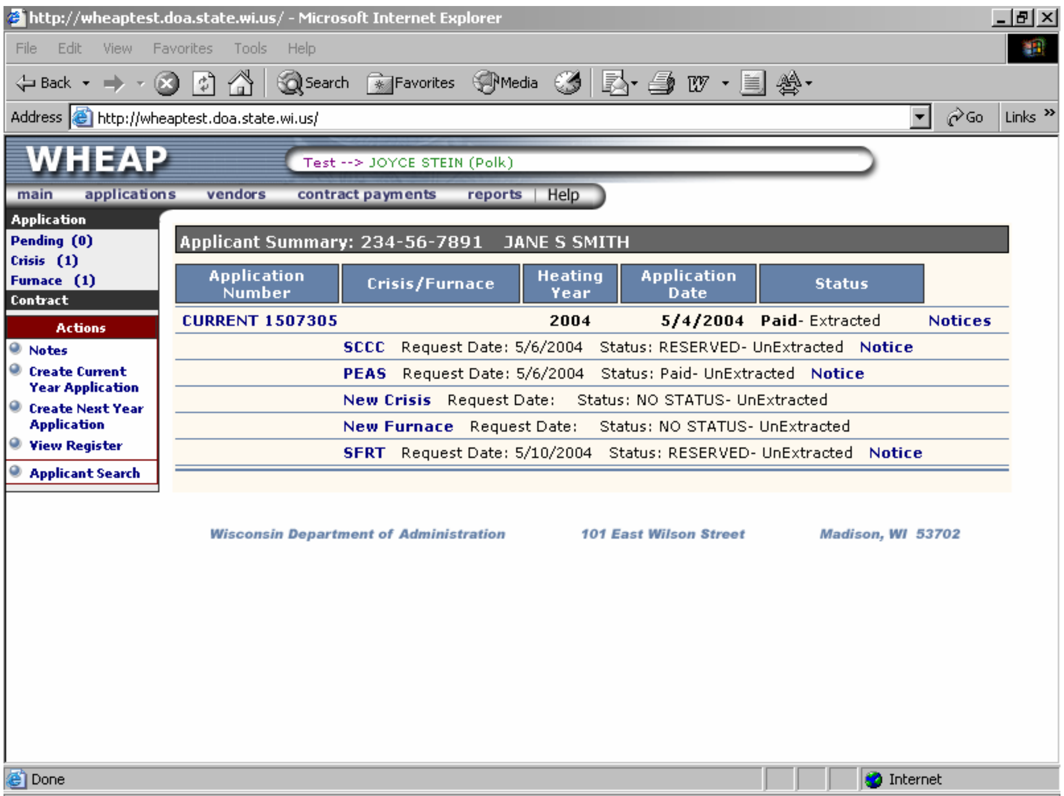
F. How to Process a Crisis Payment

If the client did not apply for assistance during the current heating season, an application must be entered with all the information required to determine eligibility for a crisis assistance payment. (See Chapter 4)

If the client has a paid WHEAP application for the current heating season, it is not necessary to complete a new WHEAP application unless the household circumstances have changed. Log in to the WHEAP system and find the applicant's case record.

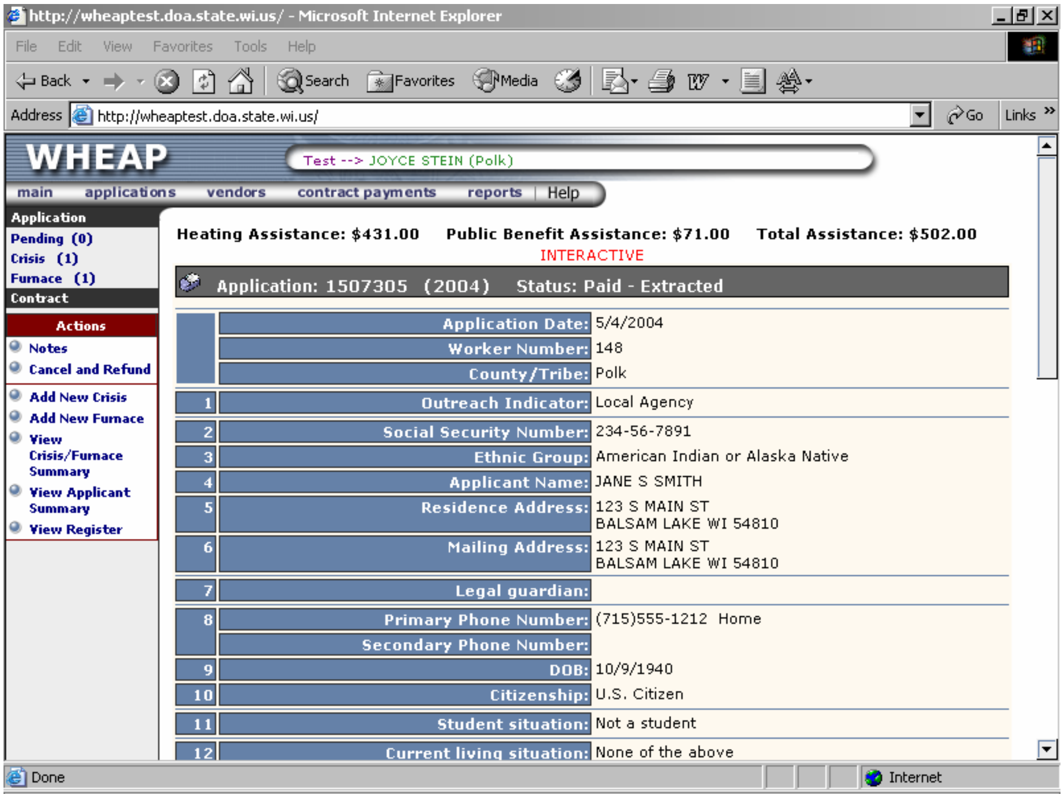
The system will show the Applicant Summary Screen

SCREEN #1 – APPLICANT SUMARY



Click on the current year's paid application number to bring up the current application screen.

SCREEN #2 – APPLICATION SCREEN



Once the application screen appears click on 'Add New Crisis' on the Action Tool Bar.

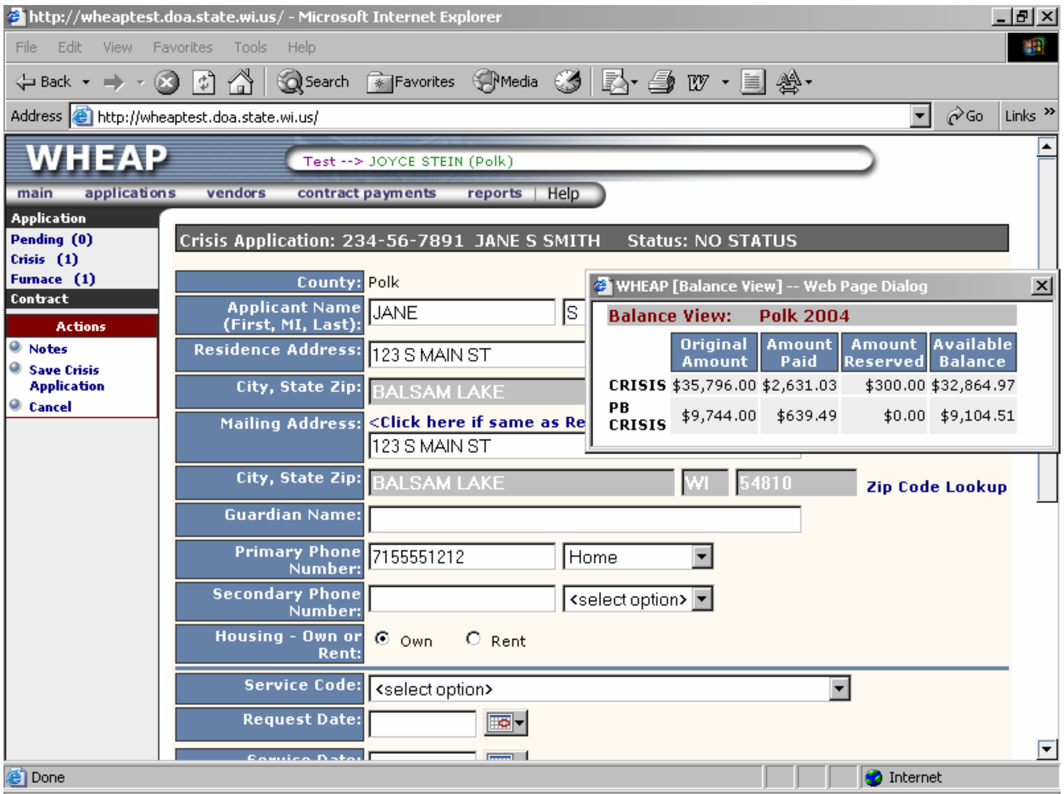
[For "Add New Furnace," see Chapter 7 – Furnace Repairs and Replacements.]

The Crisis Application screen will appear along with a dialog overlay of the remaining agency balance. (See Screen #3) The information shown in the Crisis dialog box is the agency's available balances for LIHEAP Crisis Benefits and for Public Benefits Crisis:

- Original Amounts (includes the initial allocation amount and any subsequent additions).
- Amount paid to date
- Amount reserved to date
- Current Available Balance for each funding source.

If there is no available balance, a crisis for that funding source can not be paid and the status will be "Denied – Unextracted." The client will receive a denial letter saying there were insufficient funds. After the extraction the record will show the crisis as "Denied – Extracted."

SCREEN #3 – CRISIS APPLICATION

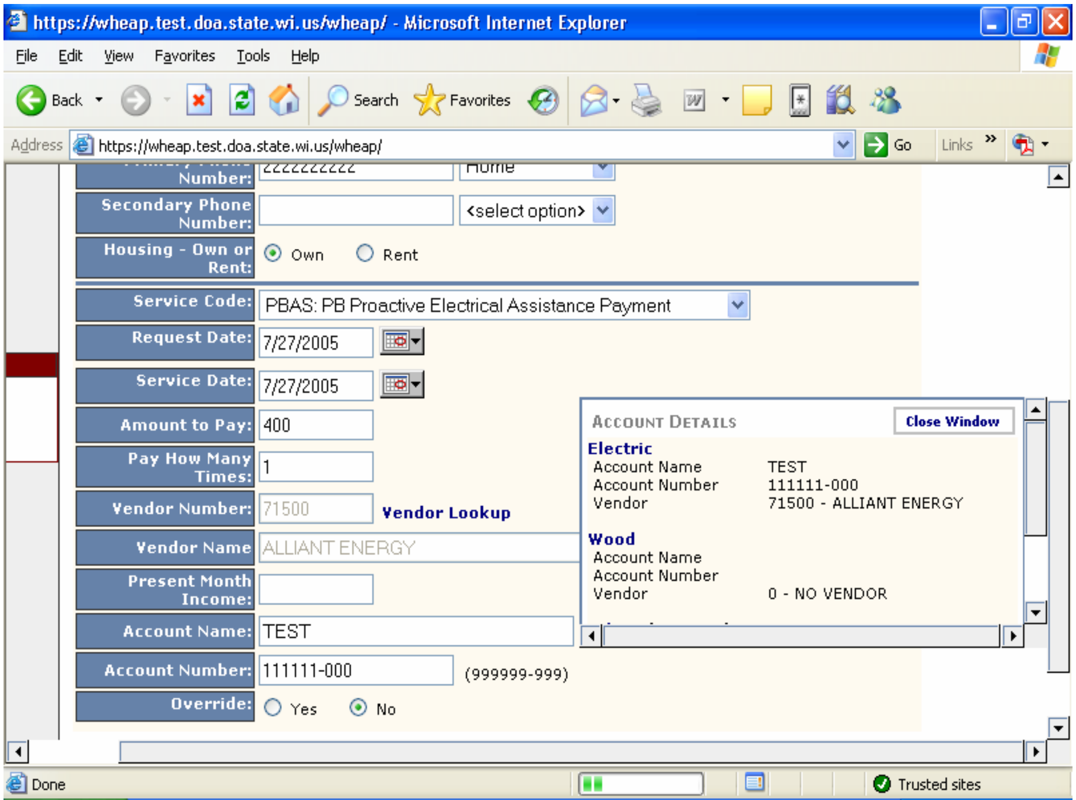


To enter a crisis application:

- Review the application information brought forward.
- If the client has moved, change the residence address AND the mailing address.
- If the client has moved to another county from the original application, click on "Notes" on the Action Tool bar and add a Crisis Note.

For those with multiple county access, make sure that you are logged on with the correct county.

SCREEN #4 – CRISIS ENTRY



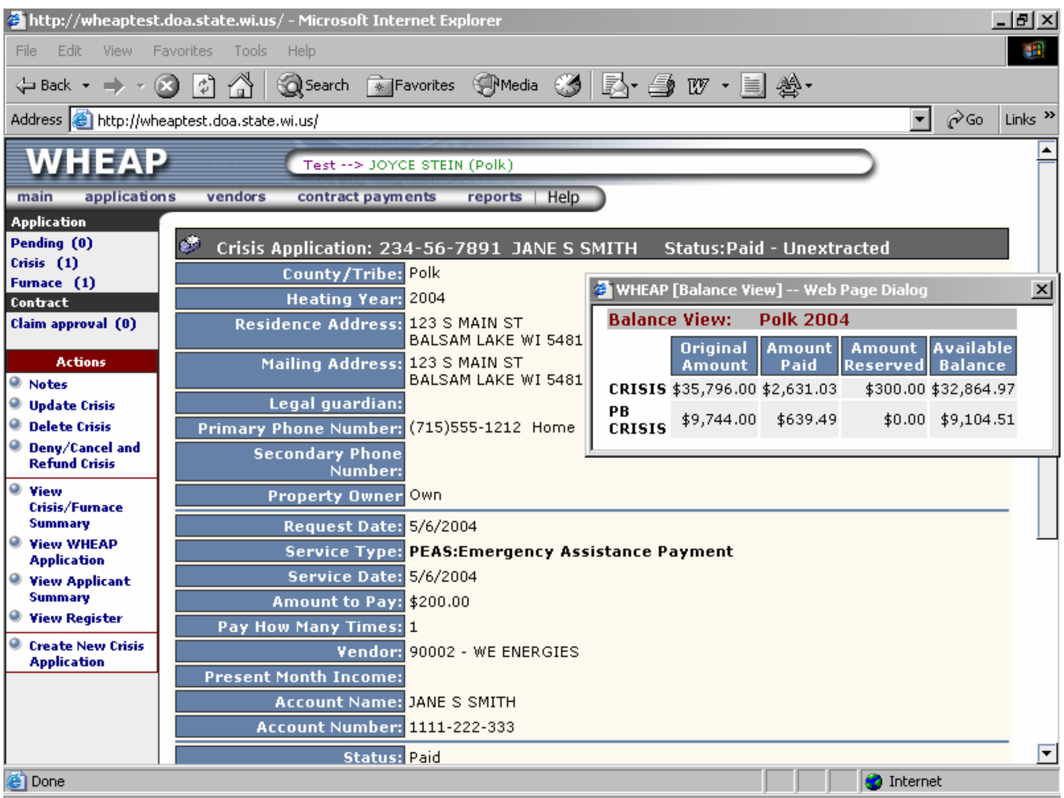
- Select the Crisis code – for this example it is PBAS.
- Enter the request date by keying mm/dd/ccyy or click on the calendar icon and select the correct date.
- Enter the Service Date.

The Request Date and Service Date can be the same or different dates.

- Enter the amount to be paid.
- Query Vendor Lookup
- If necessary, enter current month income.
- Enter the account name and the account number. You may wish to use the 'Account Look-Up' feature to view the account name and number listed on the application.

- If an 'override' is necessary because payment was promised and the client was over income and not eligible for crisis benefits or the client fails to complete the application, click 'Yes.' If an 'override' is activated, a payment will be processed and the client will be responsible for repayment if it turns out they are not eligible for assistance.
- Click on 'Notes' in the action tool bar, click on 'Add a Crisis Note' and document reason for crisis services**.** Notes are required for each crisis entry.
- Click on 'Save Crisis Application' on the Action Tool bar

SCREEN #5 – CRISIS APPLICATION – PAID – UNEXTRACTED

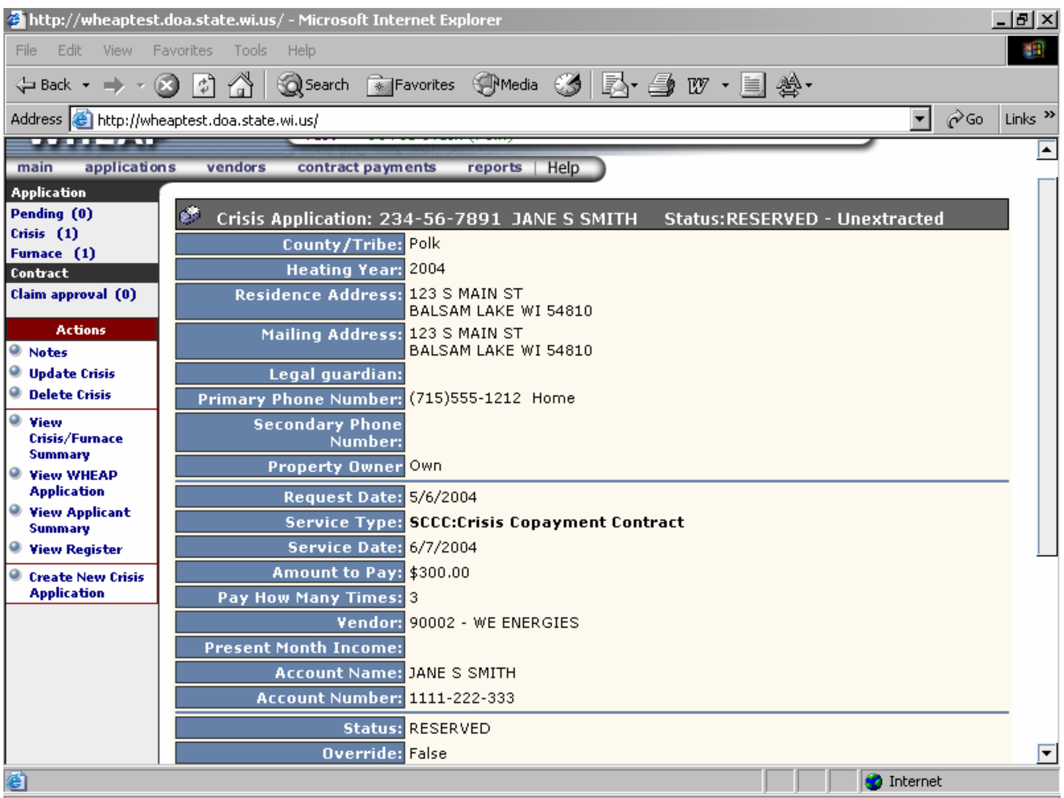


There are several options that appear on the Action Tool bar. If another Crisis Application is to be added, click on the "Create New Crisis Application" on the Action Tool bar.

To add a co-payment agreement, follow the same procedures as outlined above using a co-payment code of SCCC or SPBC. A co-payment entry requires the 'Amount to Pay' to equal the total amount of assistance for the agreement. The 'Pay How Many Times' indicates the number of payments to be made. Screen #6 shows the example with the 'Amount to Pay' of '$300' and 'Pay How Many Times' of '3' times (3 payments of $100).

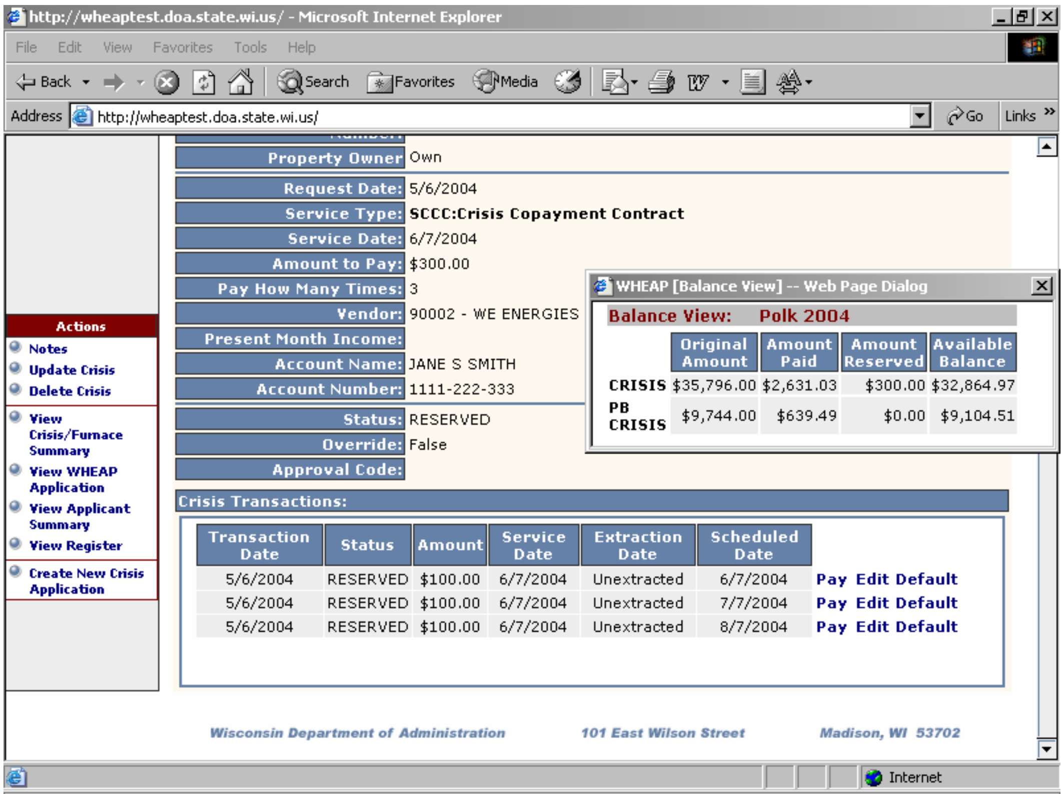
NOTE: Co-payment agreements can not go outside of the program year and not past August 31. If this happens, a pop-up warning will appear on the screen.

SCREEN #6 – CRISIS APPLICATION CO-PAYMENT



On the Action Tool Bar, click on “Save Crisis Application” and the amount entered will be in ‘Reserved Status.’ See Screen #7 for the example.

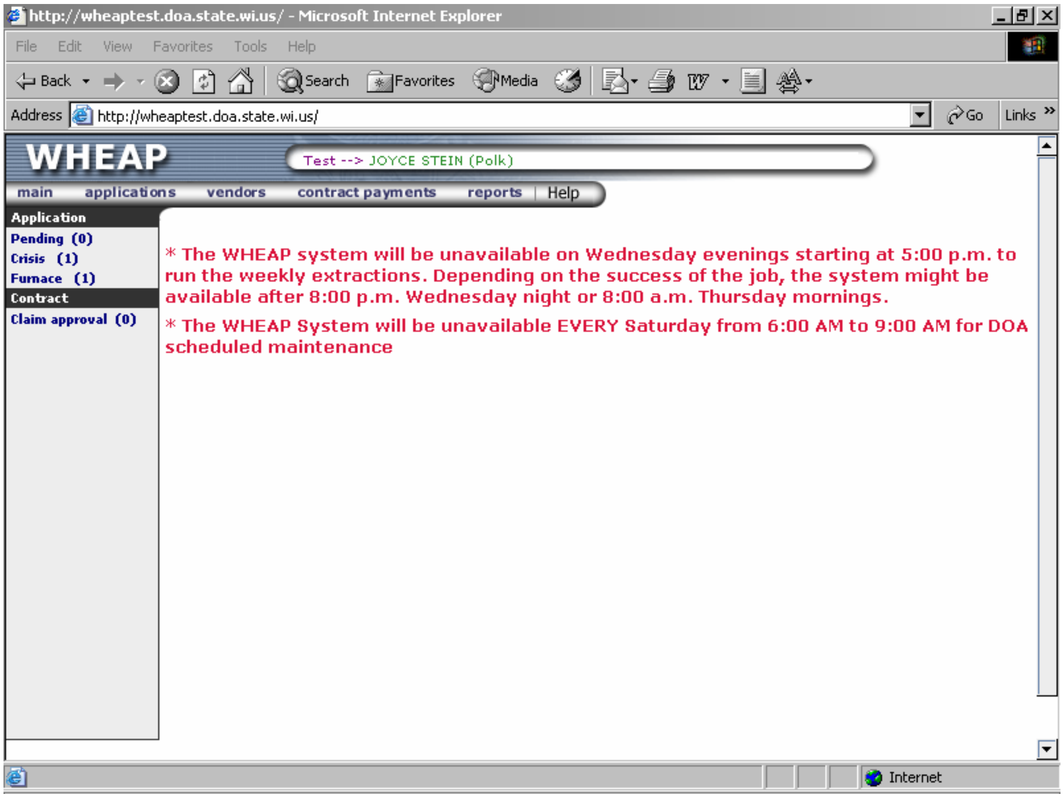
SCREEN #7 – CRISIS APPLICATION RESERVED STATUS



Access the crisis co-payment from the Applicant Summary.

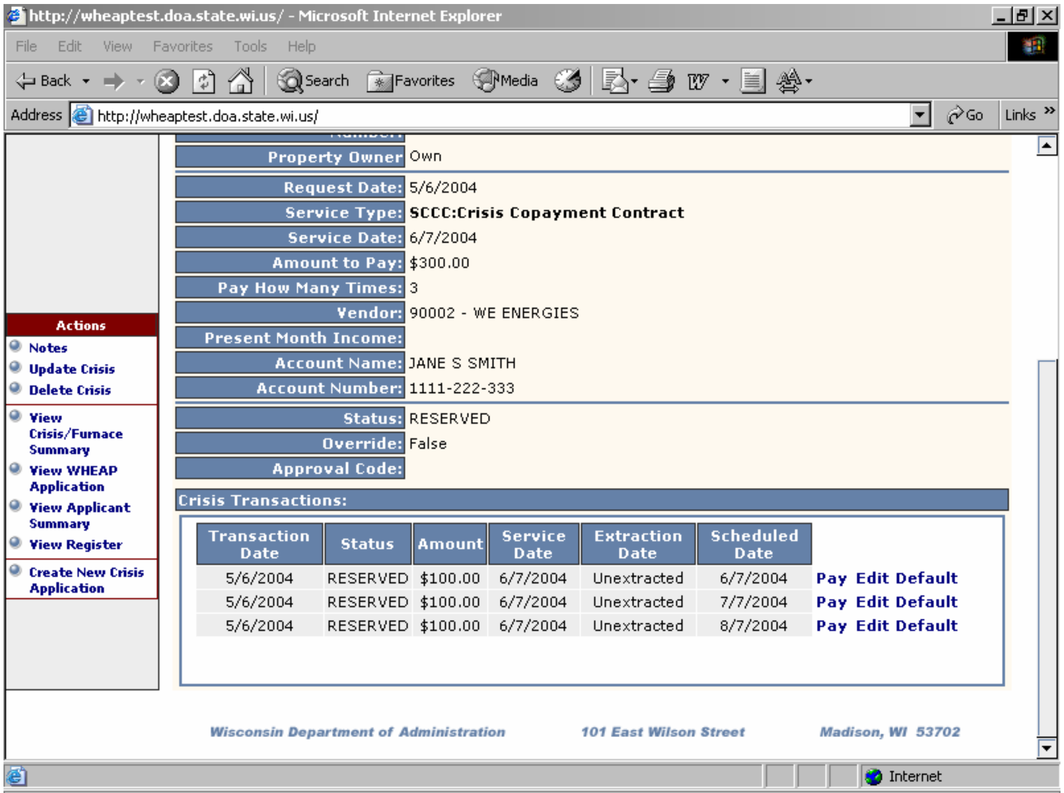
If the worker <u>who keyed</u> the SCCC or SPBC is making the payment, all Crisis occurrences ‘reserved’ will be indicated in the ‘Crisis’ above the ‘Actions’ area of the Action Tool Bar (See Screen #8). By clicking on ‘Crisis’ on the Action Tool Bar, all crisis occurrences in reserved status will appear on the ‘Crisis In Reserved Status’ screen. If there is more than one crisis in reserve, place the cursor over the Crisis Application Number of the correct applicant and click to open the crisis.

SCREEN #8 – CRISIS CASES IN RESERVED BY USER



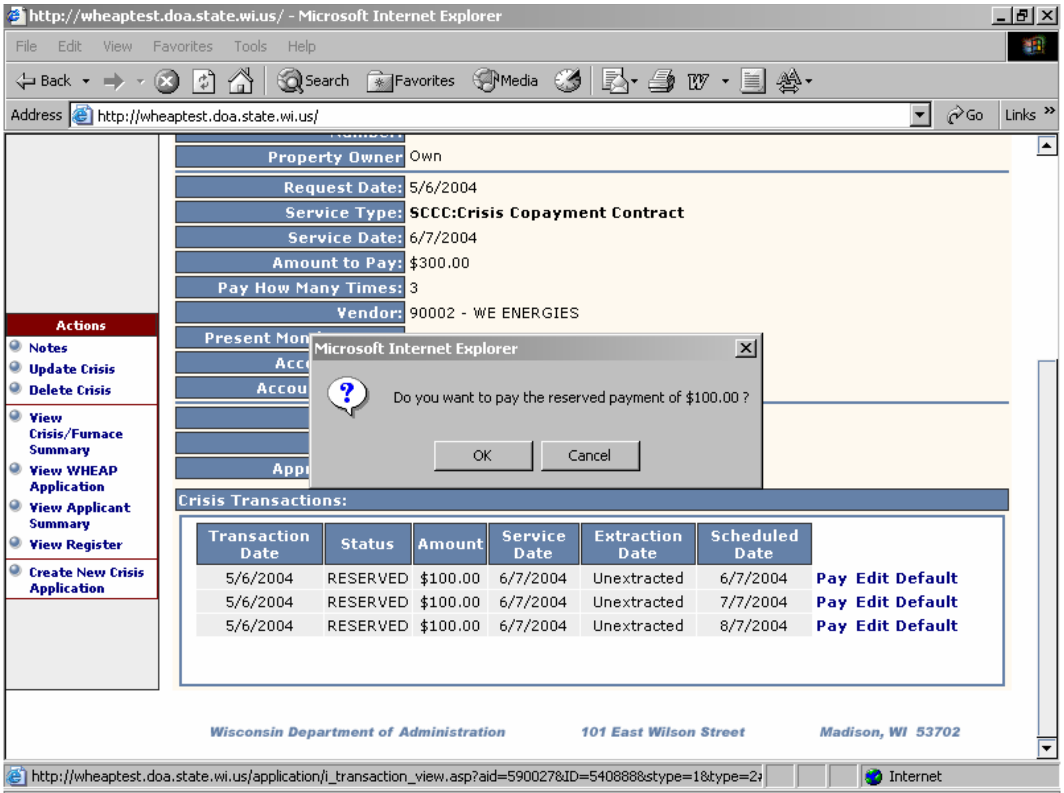
If the worker making the payment is not the person who keyed the co-payment, find the case in the system (query the applicant by Social Security Number or other identifier). Select the crisis application to be paid.

SCREEN #9 – CRISIS RESERVED TO BE PAID



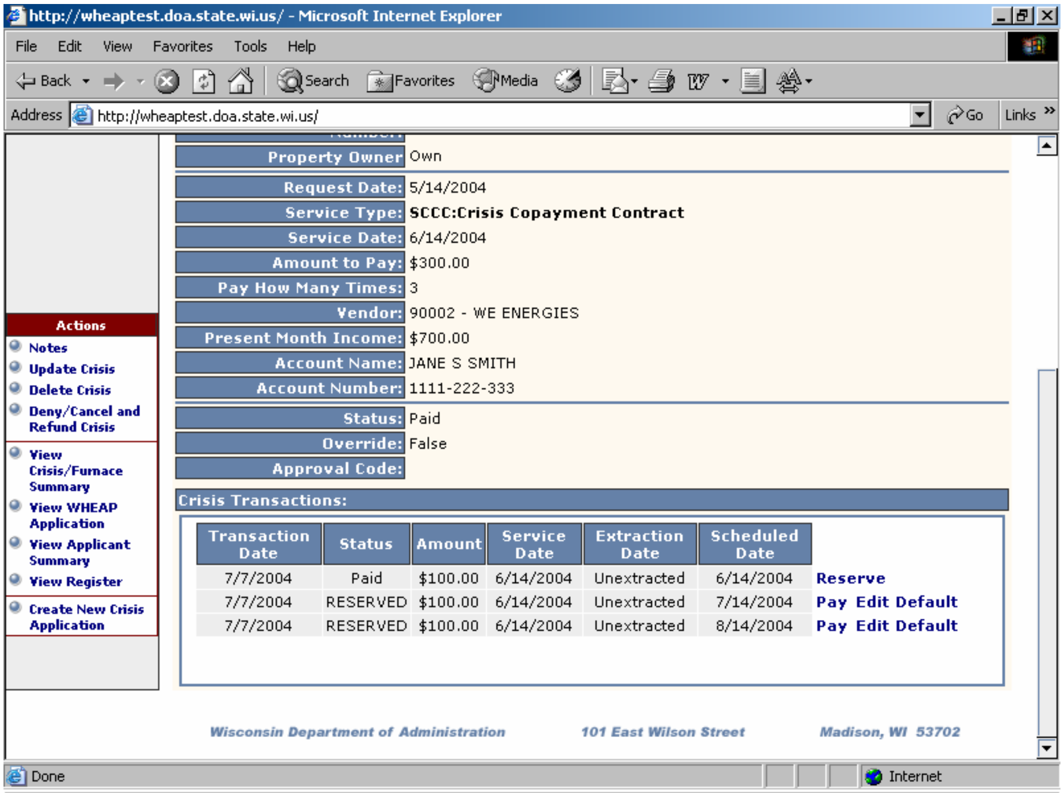
There are three options for each co-payment—'Pay,' 'Edit,' and 'Default.' In making the co-payment, make sure that the correct 'Scheduled Date' is selected. For this example it is 06/7/2004. To make the payment, click on 'Pay.'

SCREEN #10 – PAYMENT OF RESERVED AMOUNT



By clicking on 'OK' the reserved amount will go to 'Paid – Unextracted' status.

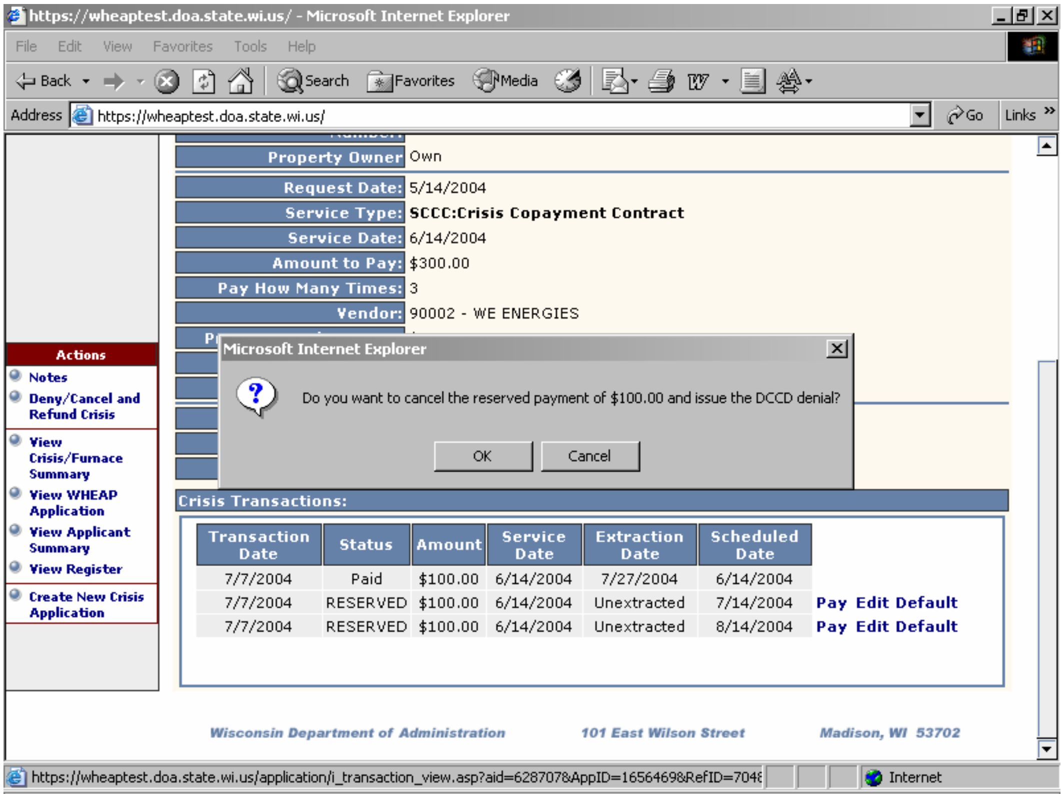
SCREEN #11 – PAID – UNEXTRACTED STATUS



If the agreement is changed and the agency wishes to amend the co-payment, click on 'Edit' and change the amount and 'Update.'

If the client has defaulted on their portion of scheduled co-payment agreement date, click on 'Default,' the co-payment agreement for that schedule date. If that portion is to be cancelled, click on 'OK' to cancel and the client will receive a Crisis denial letter stating that the scheduled payment was cancelled as they defaulted on their co-payment agreement. The other reserved amounts remain in reserve for this co-payment agreement. **NOTE:** Once cancelled, it can not be reinstated. Also, make sure the correct Scheduled Date is selected to be cancelled.

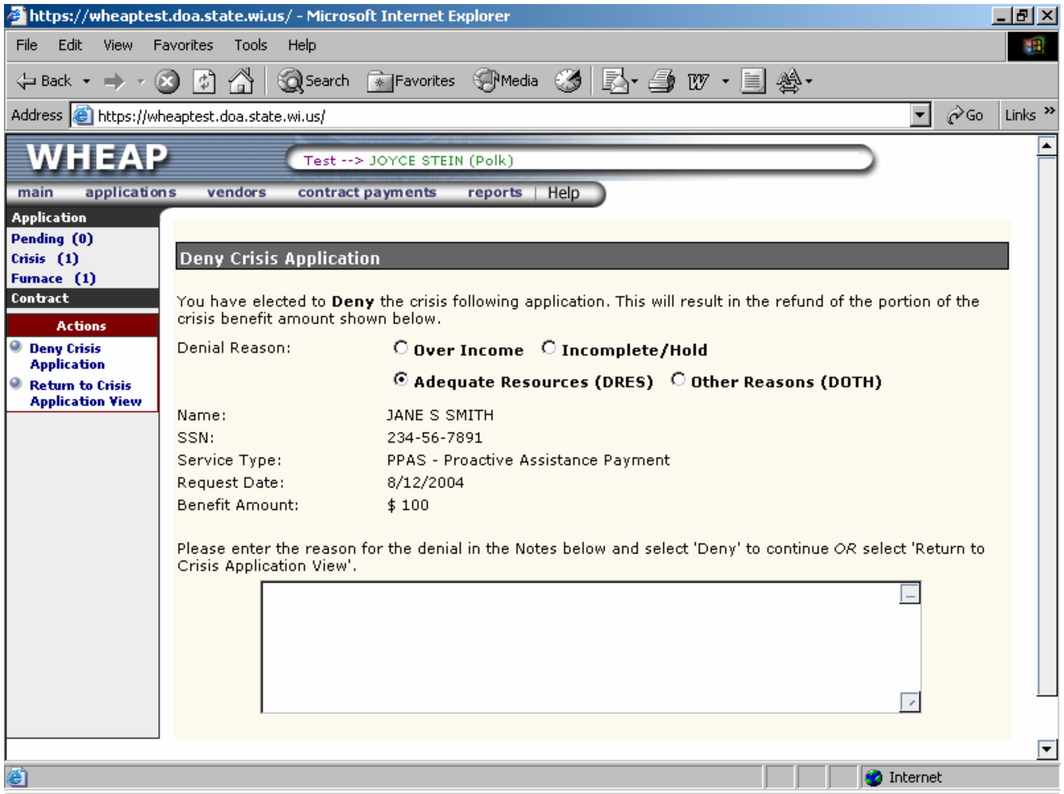
SCREEN #12 – CANCEL PORTION OF COPAYMENT



The WHEAP crisis system automatically generates a denial letter when a case exceeds the financial eligibility income limits or when an application is incomplete. The worker may also generate denial letters due to excess assets, not an emergency situation, etc.

To generate a denial letter, query the applicant and then on the Action tool bar click on 'Deny/Cancel and Refund Crisis' and the following screen will appear:

SCREEN #13 – WORKER GENRATED DENIAL LETTER



Since this is worker generated denial, select the reason for denial, either DRES or DOTH, enter the reason for the denial and then on the Action tool bar click on ‘Deny Crisis Application.’

G. CRISIS ASSISTANCE CODE DIRECTORY

TABLE OF CONTENTS

CRISIS CODES QUICK REFERENCE

LIHEAP PAYMENT CODES
PEAS
PPAS
PHAS
PHOM
PFMR
PTAS
PCED
PFAS
SCCC

COOLING PAYMENT CODES
PCOA
PCOE
PCOS
PCOF
PCOL
PCOR
PCOT

LIHEAP SERVICE CODES
SEEH
SLBC
SADV

INFORMATION AND REFERRALS
IOTG
IOTN
ISWX

PUBLIC BENEFIT PAYMENT CODES

PBES
PBAS
PBTL
PBCR
PBTC
SPBC

NON-WHEAP PAYMENT CODES
NFPO
NKWF

NON WHEAP SERVICE CODES
AFUR
ALBC
AOTH

DENIALS - Agency Generated
DCCD
DOTH
DRES

DENIALS – Crisis Override
OVER INCOME
INCOMPLETECRISIS CODE DEFINITIONS

LIHEAP FUNDED PAYMENTS

Service codes beginning with the letter **"P"** indicates a crisis assistance payment is being made by the WHEAP system using crisis benefit funds. "P" codes are entered by local agency staff. All payment codes require entry of account #, account name, amount, and vendor number.

P E A S **EMERGENCY ASSISTANCE PAYMENT:**
Emergency assistance payment to fuel supplier resulting in delivery of fuel or continuation of utility service.

P P A S **PROACTIVE ASSISTANCE PAYMENT:**
Proactive assistance payment to fuel suppliers as a single payment. No co-payment contract is involved.

P H A S **HOUSING ASSISTANCE:**
Payment for temporary shelter/housing for client or relocation to new housing.

P H O M **HOMELESS CRISIS/PROACTIVE PAYMENT:**

Payment made to a fuel supplier for a client with large arrearages or to assist with connection fees to enable the client to obtain utility service to enable a homeless client to move into transitional or permanent housing.

P F M R **FIRST MONTH'S RENT CRISIS/PRO-ACTIVE PAYMENT**
Payment made to a landlord for first month's rent or the security deposit to assist in relocating a client to a temporary or a permanent residence. Landlords will need to be registered as a vendor.

P T A S **TEMPORARY ASSISTANCE:**
Payment for purchase of temporary assistance (blankets, space heaters) for a client.

P C E D **CLIENT EDUCATION PAYMENT:**
Payment made to tech school, college, WHEAP agency, etc. for cost of client education and/or budget counseling Classes.

P F A S **FURNACE ASSESSMENT PAYMENT:**
Payment for furnace assessment costs not included in furnace repair/replacement payment (second bid, minor repair, etc.) Payment cannot exceed $100.

LIHEAP FUNDED CO-PAYMENT CRISIS SERVICES

Use the following code to reserve the total contract amount of a co-payment plan using LIHEAP Crisis funds, SCCC. "S" codes do not generate payments and the amount reserved does reduce the available balance amount in the local agency's LIHEAP Benefit crisis funds.

S C C C **CRISIS COPAYMENT CONTRACT:**
Total amount of the co-payment agreement developed and agreed to by client and fuel supplier using LIHEAP crisis funds. A copy of signed agreement must be in the clients' file. Agency enters the total co-payment agreement amount. This code does not generate a payment but it **does** reduce the available balance amount of the county's crisis benefits.

PUBLIC BENEFITS FUNDED PAYMENTS

Service codes beginning with the letter **"PB"** indicates a Public Benefit crisis assistance payment is being made by the WHEAP system using Public Benefit crisis benefit funds. Local agency staff enters "PB" codes. All payment codes require entry of account #, account name, amount, and vendor number.

P B E S **PUBLIC BENEFIT EMERGENCY ELECTRIC ASSISTANCE PAYMENT:**
Public Benefit emergency assistance payment to a public benefit electric supplier resulting in restoring electric service or continuation of electric service.

P B A S **PUBLIC BENEFIT PROACTIVE ELECTRIC ASSISTANCE PAYMENT:**

Public Benefit proactive assistance payment to a public benefit electric supplier as a single payment. No co-payment contract is involved.

P B T L **PUBLIC BENEFIT FU AND LP TANKS AND/OR LINES ASSISTANCE PAYMENT:**
Public Benefit proactive assistance payment to a vendor for repairing or replacing FU and LP tanks and/or lines.

P B C R **PUBLIC BENEFIT CHIMNEY REPAIR/REPLACEMNT ASSISTANCE PAYMENT:**
Public Benefit proactive assistance payment to a vendor for chimney repair, replacement, and cleaning.

P B T C **PUBLIC BENEFIT FURNACE TUNE AND CLEAN ASSITANCE PAYMENT:**
Public Benefit proactive assistance payment to a vendor for furnace tune and cleans.

PUBLIC BENEFIT CO-PAYMENT CRISIS SERVICES

Use the following code to reserve the total contract amount of a co-payment plan using Public Benefit Crisis funds, SPBC. "S" codes do not generate payments and the amount reserved does reduce the available balance amount in the local agency's Public Benefit crisis funds.

S P B C **PUBLIC BENEFIT CRISIS COPAYMENT CONTRACT:**
Total amount of the co-payment agreement developed and agreed to by client and electric supplier using Public Benefit crisis funds. A copy of signed agreement must be in the clients' file. Agency enters the total co-payment agreement amount. This code does not generate a payment but it **does** reduce the available balance amount of the local agency's public benefit crisis funds.

COOLING PAYMENT CODES

NOTE: THE FOLLOWING COOLING ASSISTANCE PAYMENT CODES REQUIRE DECLARATION OF SUMMER HEAT EMERGENCY PRIOR TO KEYING.

PCOA **AIR CONDITIONER PURCHASE:**
One (1) per eligible household. Requires a statement of need from a medical practitioner.

PCOE **EMERGENCY PAYMENT TO ELECTRIC UTILITY:**

Emergency Payment to electric utility resulting in continuation of service. Payment amount is a local agency decision.

PCOS **TEMPORARY SHELTER:**
Payment for client's temporary shelter/housing during a summer heat emergency.

PCOF **FAN PURCHASE:**
Payment for purchase of fan(s).

PCOL **WINDOW LOCKING SECURITY DEVICES:**
Payment for purchase of window locking devices which allows windows to be raised to promote air circulation while maintaining security.

PCOR **AIR CONDITIONER REPAIR:**
Payment to a contractor for air conditioner repair. Payment cannot exceed $250.

PCOT **TRAINING/EDUCATION (COOLING):**
Payment made to technical school, college, etc. for cost of client education classes.

LIHEAP CRISIS SERVICES

"**S**" service codes have three functions. To indicate a service has been provided to a WHEAP household that was not a payment, to record the total contract amount of a co-payment plan SCCC. "S" codes do not generate payments and do not affect individual case balances.

S L B C **BUDGET COUNSELING**
Budget counseling, training or assistance provided.

S A D V **ADVOCACY:**
Agency conducts vendor negotiation or energy advocacy resulting in a reasonable, affordable payment plan or results in a fuel delivery (mediation).

S E E H **ENERGY EDUCATION:**
Conservation counseling, training or assistance provided to a client to assist them in the reduction of energy consumption.

WHEAP FURNACE REPAIR/REPLACEMENT

See Chapter 7 – Furnace Repairs and Replacements for the following codes:

SFRR - Furnace Repair

SFRT – Furnace Replacement

DENIALS

"**D**" codes indicate that a denial letter for crisis assistance has been sent to the applicant. Use "**D**" codes to deny LIHEAP crisis benefits only. The Denial and Override (over income, incomplete and emergency after-hours payment that is subsequently denied) letters are automatically system generated and cannot be manually generated by the local agency. All other denial letters may be manually generated by the local agency.

D R E S **DENIAL - ADEQUATE RESOURCES:**
Worker generated. Client has adequate resources to address needs. Adequate resources can mean money in the bank, adequate income to expenses ratio, etc.

D C C D **DENIAL - COPAYMENT CONTRACT DEFAULT:**
Client defaults on a payment contract.

D O T H **DENIAL - OTHER:**
Worker generated. Crisis Assistance denied for other reason not included in any other denial code.

INFORMATION AND REFERRALS:

Crisis service codes beginning with the letter "**I**" indicate that information has been provided to the applicant and/or a referral has been made for other assistance. Use "I" codes for any WHEAP cases that information and/or referrals have been provided to. No payment is involved.

I S W X **STATE WEATHERIZATION PROGRAM:**
Referral to State Low Income Weatherization Program. Does not include WX application.

I O T G **OTHER GOVERNMENT PROGRAM:**
Referral to any other government-sponsored program.

Specify nature of the program in comment section of Crisis application.

I O T N **OTHER NON-GOVERNMENT PROGRAM:**
Referral to any other non-government program. Specify nature of the program in comment section of Crisis application.

NON - WHEAP FUNDED PAYMENTS

"**N**" codes may be used by local agencies to indicate that a payment is being provided to eligible WHEAP households using funds other than federal LIHEAP monies (Hometown, FEMA, United Way, etc.). **Payments are made by the local WHEAP agency. The system will not generate a check for these payments.** For example, a local agency makes a payment to a WHEAP household using FEMA funds. Record the activity using the NFPO code. A dollar amount is required for "N" codes but the county crisis balance is not effected. Select none in the fund source.

N F P O **FUEL PAYMENT - OTHER FUNDS:**
Payment to a fuel supplier using **other** funds, i.e. United Way, as a single payment. No co-payment contract is involved.

N K W F Payment to a fuel supplier using Keep Wisconsin Warm funds.

NON-WHEAP SERVICES

"A" codes are used by local agencies to indicate that a service has been provided to a WHEAP eligible household when WHEAP funds are not involved. For example the local agency may decide to provide a fuel payment and budget counseling to a client using non-WHEAP funds. The fuel payment would be recorded as NFPO and the service would be recorded as ALBC. These codes do not generate payments.

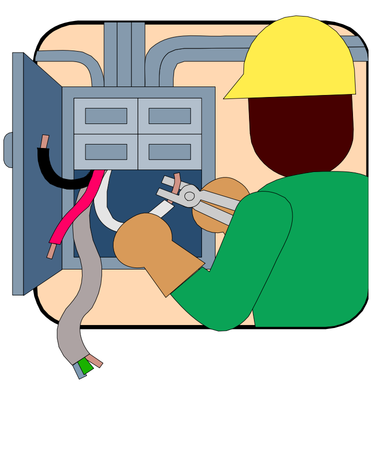
A L B C **BUDGET COUNSELING**
Budget counseling, training or assistance provided when non-WHEAP funds are used to support staff providing service.

A O T H **OTHER SERVICE**
Any service using other non-WHEAP funds not included in any other code. Nature of service must be indicated in comment section on crisis application.

A F U R **FURNACE REPAIR / REPLACEMENT:**
Agency coordination of furnace repair or replacement using non-WHEAP funds when agency is <u>not making payment</u> for service. Specify repair or replacement in the comment section of crisis application

CHAPTER SEVEN

FURNACE REPAIRS AND REPLACEMENTS



CHAPTER SEVEN

HEATING UNIT REPAIR AND REPLACEMENT

A. GENERAL

Heating Unit (furnace) repair/replacement activities are components of the Emergency Furnace program. WHEAP agencies <u>must</u> follow the policies and procedures for repairs and replacements to heating units as set forth in this chapter.

1. SERVICES COVERED

a) **Emergency Heating Unit Repairs or Repairs**:
Emergency heating unit repairs/replacements occur between October 1 and May 15 of the program year.

b) **Proactive Heating Unit Repairs or Replacements**:
Proactive Heating Unit repairs and replacements require prior approval and may only occur between May 16 and September 30 of the program year. Proactive heating unit repairs or replacement are <u>only</u> allowed after May 15 <u>if the Energy Assistance Bureau has authorized repairs and replacements beyond May 15th</u>.

c) **Rental Dwelling Units**:
WHEAP agencies must take action to have building owners of rental dwelling units and other units in ineligible structures handle the heating unit repair/replacement. (See Section C - Heating Unit Repair Only)

d) **Chimney Repairs**:
Chimney repairs are allowed independently using Public Benefit Crisis Funds or as a part of a furnace repair/replacement. To use Public Benefit Funds the electric vendor identified on the WHEAP application must be participating in the State Public Benefits Program.

e) **Chimney Liners**:

If a chimney liner is required to meet building codes when doing a heating unit repair or replacement, the cost must be included in the cost of the repair or replacement.

f) **Asbestos Abatement**:

If asbestos abatement must be removed or handled in order to complete an emergency furnace replacement, agencies must follow the procedures set forth in Section F -Collateral Activities paragraph 2. Asbestos Abatement.

2. PROCEDURES

If a heating unit repair or replacement is needed, the agency must:

a) For emergency furnace repair or replacement obtain a minimum of one telephone quote/bid followed by written confirmation. Only one quote/bid is required because of the emergency situation, (October 1 - May 15). Agencies may contract in advance of the emergency with firms to provide heating unit repair/replacement—a bid process is required when doing advance contracting.

b) For furnaces replaced proactively between May 16th and September 30th (providing the Energy Assistance Bureau has authorized replacement or repair beyond May 15th) agencies are required to obtain three verbal bids. Wisconsin State Procurement regulations mandate the bid process. The three verbal bids should be included in the client case record. If an agency does not have three qualified vendors in the area, record the information in the case file and in Furnace Notes. Agencies can obtain three bids that are in effect for the program year to eliminate needing to do three bids on each individual service.

c) Reserve and encumber the funds by clicking on "Add New Furnace" on the Action tool bar. Payments cannot be processed without reserving and encumbering the funds. Amounts should be reserved immediately when the agency accepts the bid from the vendor. There is a possibility that the furnace funds will be depleted. If funds were not reserved and the furnace funding is exhausted, the furnace payment may be the responsibility of the agency. If actual costs exceed the original estimate, agencies can adjust the original reserved amount. The furnace application must remain in "reserved status" until receipt of the invoice, appropriate Check List (see Appendix), and AFUE verification information from the vendor.

If the reserved estimate needs to be changed, click on "Update Furnace Application" on the Action tool bar, make the changes and click on "Save Furnace Application" to update. Once the amount is changed and updated, the service can be changed to "pay status." Agencies are not required to have the assessment and repair/replacement done by the same heating contractor (See **Section 3 - Use of Funds**). Agencies may contract with local weatherization operators for verification services.

3. USE OF CRISIS FUNDS

WHEAP agencies may not use Crisis Assistance funds for heating unit repair/replacement. Repairs and replacements are reimbursable by reserving the Emergency Furnace program funds and entering the information into the WHEAP system.

Agencies may use their crisis funds to pay up to a total of $100 for independent parties to complete a furnace assessment (verify need or lack of need) for a repair or replacement. Code this as "PFAS" on the Crisis Application. These charges may not total more than $100 per household and will be subtracted from the agency's crisis assistance balance.

If assessment is performed by the heating contractor who does the repair or replacement, the cost of the assessment must be included in the repair or replacement charge. The Energy

Assistance Bureau will not approve separate assessment and repair/replacement costs to the same provider.

4. HEATING, VENTILATION AND AIR CONDITIONER (HVAC) CONTRACTOR REGISTRATION

Any contracted individual or business involved in the installation, servicing, adjusting or modifying of Heating Ventilation or Air Conditioning (HVAC) equipment in the State of Wisconsin must be registered with the Department of Commerce, Safety and Buildings Division. This registration is mandatory for HVAC contractors to become a vendor for this program. If HVAC contractors need to apply or need to renew an expire HVAC number, they need to contact the Department of Commerce, Safety and Buildings Division, P. O. Box 7082, Madison, WI 57070-7082 or call 608-261-8500 for information. **NOTE:** Weatherization operators doing WHEAP furnace work as a sub-contractor for a WHEAP agency must verify vendors used have a current HVAC number.

5. ASSESSMENT OF NEED

Agencies must:

- Establish procedures with heating contractors to ensure priority services and availability of heating units that meet the required standards shown in the Furnace Replacements Specifications found in the Appendix.
- Heating unit must be inoperable or unsafe.
    - Determine if a heating unit repair/replacement is a reasonable and sufficient solution to the situation.

B. ELIGIBILITY FOR SERVICE

1. GENERAL ELIGIBILITY

a) Determine if the household is eligible for Furnace Assistance. Financial eligibility must be based first on a three-month income test. If the household is not eligible using a three-month income test, the previous month income can be used. System Entry - when entering data on the furnace repair/replacement screen, the system will first calculate eligibility on three months income, if a case is ineligible for three months the system will use the last month income to determine eligibility.

b) **Furnaces may not be replaced or repaired using current month income**.

c) The applicant must **own** the home. Verify ownership and include a copy in the client's file. NOTE: When an applicant has recently purchased a home with a non-working heating system, agencies may not replace the heating system if the applicant was aware the system did not function when the purchase was made. If the dwelling was purchased through an "Urban Homesteading" or similar program where the purchase price is $1,000 or less, replacement may be made whether or not the applicant knew the heating system did not work.

d) If the agency determines the household has adequate resources to make the furnace repairs or replacement, the agency is not obligated to provide emergency furnace services.

2. STRUCTURAL ELIGIBILITY FOR REPAIR/REPLAEMENT

a) There must be an existing heating unit for the dwelling.

b) The heating unit must be in an eligible structure. Structures eligible for heating unit replacement are:

- Single family house
- Owner-occupied single family house where 2, or fewer, bedrooms are rented to roomers
- Mobile home (See Definition of Terms)
- An owner occupied duplex with one heating unit serving both units of the duplex. Note: the applicant must be the owner and be eligible.

- An owner occupied duplex where the heating unit serves only the eligible owner applicant.
- Apartment/multi-unit building, when the heating unit serves only the dwelling of the owner applicant.

c) Structures **not** eligible for heating unit repair or replacement include:
- Buildings that contain a residential and a commercial unit **AND** both the residential and commercial units share a furnace.
- New construction, units in major remodeling projects, or where a heating unit does not exist.
- Recreational vehicles and other ineligible dwelling units.
- Dwellings created by making vehicles, or parts of vehicles, not mobile by putting them on blocks or otherwise attaching them to a site.

3. RENTAL DWELLINGS

a) Residents of rental dwelling units are not eligible heating unit repair or replacement. Building owners are responsible for heating unit repairs or replacement in rental units.
- However, minor heating unit repairs in rental units are allowed if:
  - The agency is unable to get cooperation from the building owners to alleviate a no-heat situation, and
  - Repair charges total $250 or less.
- Enter an explanation in the Furnace Notes section.

EXCEPTION: Dwellings on tribal trust lands are not considered rental units (see Tribal Trust Lands below.)

b) Tribal Trust Lands

In some instances dwelling units on tribal trust lands are not considered rental units. If the following conditions are met, consider the dwelling unit to be owner-occupied, not rental, for the purposes of heating unit repair or replacement:

- The dwelling unit is held in trust by the tribe; and
- The household does not pay rent to the tribe; and
- The household is responsible for all maintenance and upkeep of the dwelling unit.

Obtain documentation from the tribe verifying that the dwelling unit meets the above criteria. Include this documentation in the client file.

C. HEATING UNIT REPAIR ONLY

1. General

Heating units should be repaired when repair is a reasonable and appropriate solution to the situation. However,

a) If heating unit repair costs are expected to exceed $500, the unit should be **replaced**, not repaired.

b) Electric heating unit repairs may not exceed $250. If repairs of an electric unit are expected to exceed $250, agencies **must** replace the unit with a non-electric unit.

c) If the heating unit was manufactured more than 15 years ago, and repairs are estimated to exceed $250, the unit should be **replaced**, not repaired.

d) If the amount to repair is over $500, **and** the heating unit is less than 15 years old, but costs are reasonable to address the situation, you must contact the Energy Assistance Bureau for approval prior to work being performed. Contact the Energy Help Desk at 608-267-3680.

e) If this is a rental dwelling, the building owners are responsible for heating unit repairs, however minor heating unit repairs in rental units are allowed if:

- The agency is unable to get cooperation from the building owners to alleviate a no-heat situation, <u>and</u>
- Repair charges total $250 or less.

2. Heading Unit Repairs on Primary Fuel

Heating unit repairs are allowed **only** for those units using the primary fuel type selected for the fuel information on the Home Energy Plus Application or as entered in the WHEAP system.

3. Client Ordered Repairs, Agency Contacted Within 72 Hours

If a client has a repair done using a WHEAP registered furnace contractor AND has not paid for the repair AND calls the WHEAP agency within 72 hours of the repair, agencies may pay for the repair with furnace funds not to exceed $500.00

D. HEATING UNIT REPLACEMENT ONLY

1. General

When replacing a heating unit the following requirements must apply:

a) Replacement must be a reasonable and appropriate solution to the situation. Agencies must consider costs related to the existing system, fuel type and household need.

b) Heating unit replacements are allowed **only** for those units using the primary fuel type selected for the fuel information on the Home Energy Plus Application or as entered in the WHEAP system. (See Exceptions for fuel switching.) Only one heating unit may be replaced in a dwelling, except when the heating units are space/room heaters.

c) If the furnace replacement exceeds $3500 ($2000 for wood burning units), you must contact the Energy Assistance Bureau before authorizing the vendor to proceed. Contact the Energy Help Desk at 608-267-3680 for the approval.

d) To replace a heating unit there must be an existing unit which is inoperable or unsafe.

e) Replacement of an electric heating unit with an electric heating unit is not allowed.

f) All replacement furnaces must meet the efficiency guidelines (except wood stoves/furnaces) as out lined in the Furnace

Replacements Specifications (see Appendix). Proactive furnaces do not have to be replaced within the seventy-two hours, but must meet the efficiency guidelines.

g) When replacing a heating unit, an applicant may request a brand or model. The WHEAP agency may honor the request if the unit meets all the requirements, is available to be installed, and is of a comparable cost to the unit the WHEAP agency's contractor would install.

h) Heating units may not be installed in new construction, major remodeling projects, or where a heating unit does not exist on the date of the application.

i) Reimbursement is not allowed for a heating unit installed by the applicant or their contractor before the WHEAP agency has approved the replacement.

j) Replacement units must be the same fuel types as the original. **Switching of fuel types is not allowed unless:**
   - The applicant is elderly or disabled and cannot carry fuel to the heating unit, e.g., wood, and coal. (The original furnace must be non-working.)
   - Chimney repair costs would result in higher total project cost than the installation of an LP or natural gas side-wall vented heating system.
   - Natural gas is within fifty feet of the dwelling unit and the homeowner is willing to incur the cost of piping the gas to their home, or natural gas or LP is presently being used for other purposes within the home, e.g., cooking, water heaters.
   - The efficiency guidelines in the Furnace Replacements Specifications do not allow current heating unit/fuel type. For example, cost of repair of an electric unit exceeds $250. Since installation of an electric unit is not allowed, the unit may be replaced with one using a different fuel type.

2. Installation

To replace a heating unit (not electric) all of the following requirements must be met:

a) For all heating unit replacements, heating contractors must satisfy the Furnace Replacement Specifications (found in the Appendix) and must assure that installation procedures and units meet appropriate codes, ordinances and standards;

b) A supplement to the specifications in Furnace Replacement Specifications is located in the Wisconsin Weatherization Field Guide, Chapter 3: Mechanical System Measures. This Chapter provides additional guidance on installation, testing, and efficiencies. A copy of the Wisconsin Weatherization Field Guide can be found on the Home Energy Plus home page (http://homeenergyplus.wi.gov/ under Grantee Information, WisWAP Grantee Information, Weatherization Information, as the Wisconsin Field Guide).

c) Installed heating units must meet the BTU standards and the efficiency guidelines (except wood stoves/furnaces) as shown in the Furnace Replacement Specifications - **Exceptions:**

- Agencies are justified installing furnaces that do not meet the efficiency standards only in situations where a unit meeting the efficiency guidelines is not safe for the size of the space/dwelling.
- **Reminder:** Furnaces replaced proactively must meet the efficiency guidelines.

d) Heating contractors must provide one-year parts and labor guarantees. Extended warranties up to a cost of $250 may be purchased, or negotiated, provided the total cost does not exceed the maximum allowable amount for replacement. Document the warranty and cost in the itemize breakdown of costs of the furnace. Include a copy in the case file and give the original warranty to the case head. **Note:** Case heads are responsible for calling heating contractors for warranty work if problems occur;

e) Heating contractors must complete the WHEAP Residential Furnace Installation Check List located on the Home Energy Plus web site, and can be found in the Appendix. One copy of the checklist must be given to the applicant and one copy retained in the client file.

f) If a chimney liner is required to meet building codes, this must be part of the installation cost and shown separately on the bill;

g) In the replacement of non-portable space heaters, the new unit must have an air-circulating blower.

E. CHIMNEY REPAIR

Chimney repairs are allowed independently using Public Benefit Crisis Benefit Funds or as a part of a furnace repair/replacement. To use Public Benefit Funds the applicant's electric vendor (as shown on the application) must be participating in the State Public Benefits Program.

When doing a heating unit replacement or repair, if a chimney liner is required to meet building codes, it must be installed and the cost shown separately on the bill.

F. COLLATERAL ACTIVITIES

1. System Related Work:

Collateral work associated with a heating unit replacement may be included in the cost of the total job.

a) Duct work necessary to achieve the required air flow for the furnace.

b) Electrical work necessary to run a dedicated line from the main service box to the furnace/boiler.

c) Pipe work and valves necessary to get the hot water/steam from the boiler into the distribution system.

d) Chimney repairs when part of a furnace repair/replacement. This may include chimney liners. The repairs must be necessary to meet health and safety standards or code.

e) Other as approved by the Bureau, call the Energy Help Desk at 608-267-3680.

Materials for this work must be recorded as materials. Labor must be reported in the labor cost.

2. Asbestos Abatement:

If asbestos abatement is necessary when replacing a heating unit, agencies must follow these procedures for the asbestos to be removed or handled in order to complete an emergency furnace replacement:

a) The heating contractor must arrange for the abatement.

b) The contractor must submit an itemized bill to your agency indicating the amount billed for abatement and the amount for the furnace replacement.

c) Reserve and encumber the TOTAL amount of the cost on the furnace service using the appropriate service and funding source codes. The entire amount equals the cost of the abatement and the cost of the furnace repair/replacement.

d) If the total cost of the abatement and the furnace replacement will exceed $3500 ($2000 for wood burning units) you must obtain prior approval from the Energy Assistance Bureau. Contact the Energy Help Desk at 608-267-3680 to obtain approval.

G. DOCUMENTATION:

The following should be included as part of the case record:

a) Proof of program eligibility - the Home Energy Plus Application (DOA-9549) or if an interactive interview was the application method, the signed Client Certification form.

b) Confirmation that three telephone bids were obtained for proactive furnace replacements. (May 16 - September 30)

c) Name and contact information for the furnace repair or replacement contractor.

d) A record that repair or replacement is the appropriate solution for the household. This may be the assessment from the heating contractor(s) that the action is needed. This must be entered in the system comments.

e) The completed appropriate Furnace Check List (Replacements Only—see Appendix for forms). Note: the appropriate Check List needs to be signed by the applicant/homeowner.

f) Proof of home ownership if a repair or replacement is done. Verify home ownership by obtaining a copy of one of the following (**Exception:** Repairs completed in rental units do not require proof of ownership.):

- Property tax bill, deed, and/or a verification statement from the county assessor's office, Department of Commerce vehicle registration for mobile homes.
- You may consider life estates (if certified and registered) and life tenancy documents as proof of ownership.
- Land contract buyers may be considered homeowners if they are responsible for all property taxes and building improvements.

H. QUALITY ASSURANCE/QUALITY CONTROL

Agencies must develop and implement a quality assurance plan for furnace repair/replacement activities. The plan must be written and, at a minimum, include:

1. Documentation:

Agencies will maintain a file with a copy of the quality assurance plan, customer satisfaction survey documents and findings, internal review findings, on-site inspection findings, and problem resolution plan activities documentation.

2. Customer Satisfaction:

A customer satisfaction/problem identification survey of at least 10% of furnace service recipients. The plan must indicate the type of survey to be performed, when the survey will be conducted, and include questions to be asked.

3. Internal Review:

A review of a percentage (established by the agency, but not less than 1%) of furnace repair/replacement files and records conducted quarterly. At a minimum, the review will include: verification that proof of ownership has been provided; the need for action (repair or replacement) was appropriate and documented; the case record shows the breakdown of the total expenditures into appropriate categories; and verification that new heating units satisfy program requirements.

4. On-Site Inspections:

Agencies are encouraged to conduct, or have conducted by a third party (weatherization operator), an on-site inspection of a percentage (established by the agency) of installed furnaces.

5. Problem Resolution:

A program for correcting problems discovered during the assessment process.

I. System Payment Procedures

Agencies must follow these procedures to generate a payment for heating unit repair/replacement services. NOTE: Do not report costs on the WHEAP Online Contract Payment System. Furnace repair/replacement expenses are paid directly to the heating contractor providing the service. If you want a working paper copy before you enter data into the system, from the Action tool bar of the application, one can select 'Add new Furnace' and print the form and use that as your working copy.

Funds for all furnace repairs/replacements are to be 'Reserved' at the time the work is authorized.

Over Allowable Repair/Replacement Limit. Repairs or replacements over the allowable limits must have prior state approval. Contact the Energy Help Desk at 608-267-3680 for initial approval **before work is started.** The local agency must contact the Energy Help Desk to override the denial before funds can be reserved. The agency must also contact the Energy Help Desk to override the denial when processing payment. **NOTE:** This is a two step process. Obtain the override when reserving funds and when processing the payment. DO NOT ENTER AN OVER LIMIT FURNACE APPLICATION BEFORE AN EXTRACTION WITHOUT AN OVERRIDE OR THE CLIENT WILL BE SENT A DENIAL LETTER!

1. HOW TO PROCESS A FURNACE SERVICE

From the 'Applicant Summary' screen click on the current year's paid application number to bring up the current application screen to add the furnace occurrence. On the Action Tool Bar click on 'Add New Furnace' for the Furnace Application, see Screen #1. The information brought forward is the applicant's name, the residence address, phone number(s), ownership, and fuel type. Be sure to check this information for correctness as the client may have moved. If application has extracted and ownership was incorrectly indicated as 'Rent,' change the ownership indicator.

a. Check the residence address. If the client has moved, enter the correct residence address and click on "Notes" on the Action Tool Bar to add a Furnace Note.
b. Under 'Service Type' click on the pull down arrow and choose SFRT for a replacement or SFRR for a repair.
c. Enter the request date either by mm/dd/ccyy or use the Calendar icon to click on the date.
d. Enter the service date which may or may not be the same as the request date.

e. Enter the vendor using the Vendor Lookup function
f. Enter 'System Type' – required for both a repair and a replacement.
g. To reserve the amount needed for the Furnace Application, enter the expected cost
    i) For a repair in 'Labor' and 'Materials.'
    ii) For a Replacement in 'Cost of Heating Unit,' 'Labor,' and 'Materials.'

NOTE: A FURNACE NOTE MUST ALWAYS BE ENTERED INDICATING WHAT WAS WRONG WITH THE HEATING SYSTEM, WHAT WAS REPAIRED FOR A REPAIR, AND THE REASON THE HEATING SYSTEM WAS REPLACED.

h. On the Action Tool Bar click on 'Save Furnace Application.'
NOTE: THIS IS ALL THAT IS NECESSARY TO RESERVE FUNDS PRIOR TO RECEIVING FINAL BILL FROM THE FURNACE CONTRACTOR FOR A REPAIR OR A REPLACEMENT.

2. FURNACE REPLACEMENT PAYMENT:

Payment for a furnace replacement must not be made until the agency has received the following from the contractor:

a. For a Replacement, an invoice (**DO NOT USE A PROPOSAL OR BID**) from the vendor with details as to the cost of:
    i) Cost of Heating Unit
    NOTE: Only the cost of the furnace itself is to be entered in 'Cost of Heating Unit.'
    ii) Asbestos Abatement (if any)
    iii) Chimney Liner (if any)
    iv) Labor
    v) Materials—Include all materials, except the replacement heating unit and chimney liner. Such materials will

often include thermostats, ducts for warm air systems, and pipes for hydronic (hot water and steam) systems.

vi) Extended Warranty or Maintenance Contract (Extended Warranty or Maintenance Contract may be included only if total project costs do not exceed $3,500.)

b. A completed copy of the appropriate Replacement Checklist (see Appendix), which can be found on the Home Energy Plus web site, signed by the client and the contractor.

c. A copy of the GAMA Page referencing the unit installed.
   NOTE: The GAMA book is no longer produced in hard copy but may be found and printed from their web site which is updated periodically:
   http://www.gamanet.org/gama/inforesources.nsf
   GAMA book reference must be a citation from a GAMA publication, or web posting, within one year of the furnace installation.

When all of the above have been received, bring up the furnace application. Click on update furnace application. You can now enter missing fields and change any previously entered fields such as cost amounts. Break down the cost of the replaced as listed above, fill in the information on the heating unit installed—entering the BTUs in the format of '60,000' not '60' as an example. Enter the AFUE as 92.1 for example.

If an 'Efficiency Override' will be necessary, call the Energy Help Desk at 608-267-3680 the override. Efficiency overrides will be considered when the:

- Dwelling type requires a heating unit that does not meet the efficiency ratings;
- Heating unit that must be installed does not meet the efficiency guidelines. (Mobile home oil under 80% AFUE.)

Now, on the Action Tool Bar, click on 'Save Furnace Application.' This will save the furnace repair/replacement (if under the cost limit) in 'Reserved-Unextracted' status. If costs exceeds the allowable limits, or the heating unit requires an AFUE Efficiency Over ride, the status will be 'Denied-Unextracted,' call the Energy Help Desk for the override.

To release the furnace application for payment **only after receipt of an invoice**, click on 'Pay' and a warning will ask if you want to pay the reserved amount. Click on 'OK' and the system will place the furnace application in 'Paid – Unextracted' status.

3. FURNACE REPAIR PAYMENT

Payment for a furnace repair must not be made until the agency has received the following from the contractor

a. For a Repair, an invoice (**DO NOT USE A PROPOSAL OR BID**) from the vendor with details as to the cost of:
   - i) Chimney Liner (if any)
   - ii) Labor
   - iii) Materials

When all of the above have been received, bring up the furnace application. Complete the furnace application with current/accurate information, correcting any inaccuracies. Break down the cost of the repair as listed above. On the Action Tool Bar, click on 'Save Furnace Application'

To release the furnace application for payment **only after receipt of an invoice**, click on 'Pay' and a warning will ask if you want to pay the reserved amount. Click on 'OK' and the system will place the furnace application in 'Paid – Unextracted' status.

CHAPTER EIGHT

CONTRACT PAYMENT SYSTEM

CHAPTER 8

CONTRACT PAYMENT SYSTEM

A. LOCAL AGENCY RESPONSIBILITIES:

It is the responsibility of the County Departments of Social Services/Human Services and Tribal Agencies to claim expenses per the State and County/Tribal contract that goes from October 1st through September 30th of each year. The last day for a local agency to make a claim for the contract that ends on September 30th is at the close of business on November 30th of each year.

B. REPORTING SCHEDULE

The Local Agency shall claim reimbursement for expenditures on the WHEAP Contract Payment System. WHEAP expenditures shall be claimed in a timely manner. It is very important that claims for the operation of WHEAP be made at least on a quarterly basis. Expenditures may be claimed monthly. For example, October expenditures may not be entered into the WHEAP Contract Payment System until November 1st. **Expenses submitted by each Contractor shall be actual expenses.** Expenses should not be claimed for 1/12th of the contract each month.

The system will not allow more than one open claim at a time—any claim in either 'ENTR' or 'APPR' status is open.

If some, or all, of a month's expenses have not been claimed and subsequent claims (months) have been processed, the unclaimed expenses must be added to a claim submitted later. EXAMPLE: if the most recently processed claim has a "Report Period To" date of March and the unclaimed expenses are from January, the January expenses need to be included with the April claim.

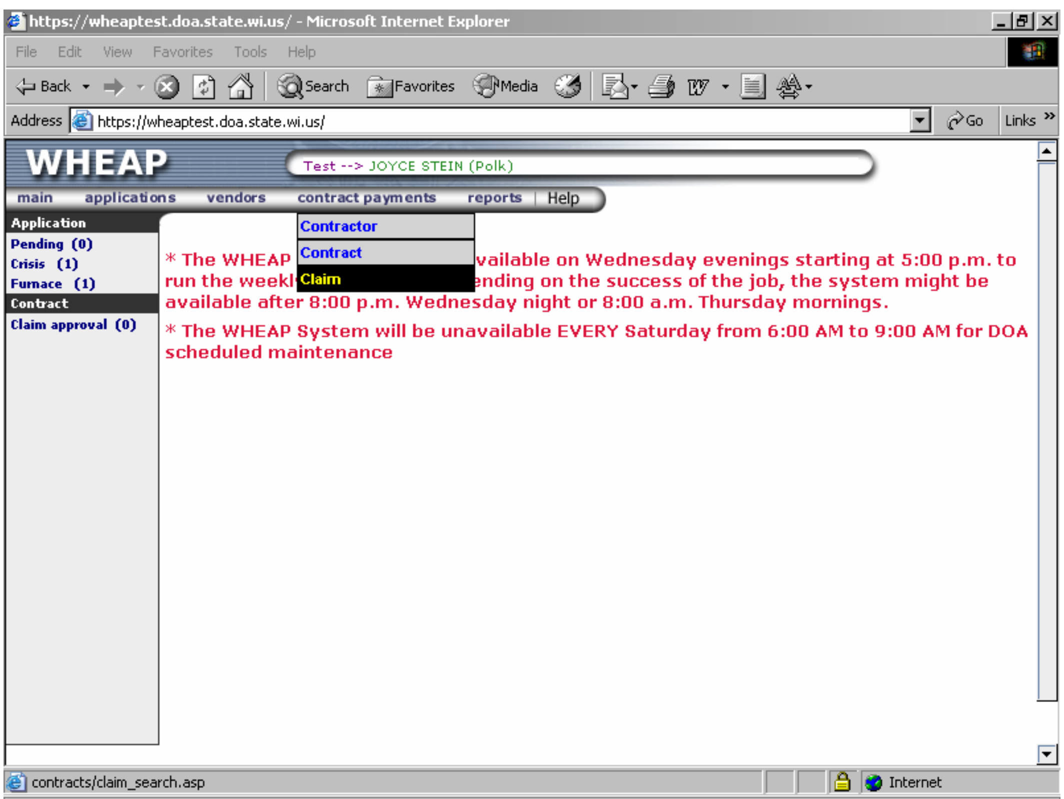
C. PAYMENT SCHEDULE

The Department shall make payments twice monthly. The payment schedule is posted on the Home Energy Plus Web site at http://homeenergyplus.wi.gov/ under Grantee Information. Generally extractions occur on the 12th and 26th of each month.

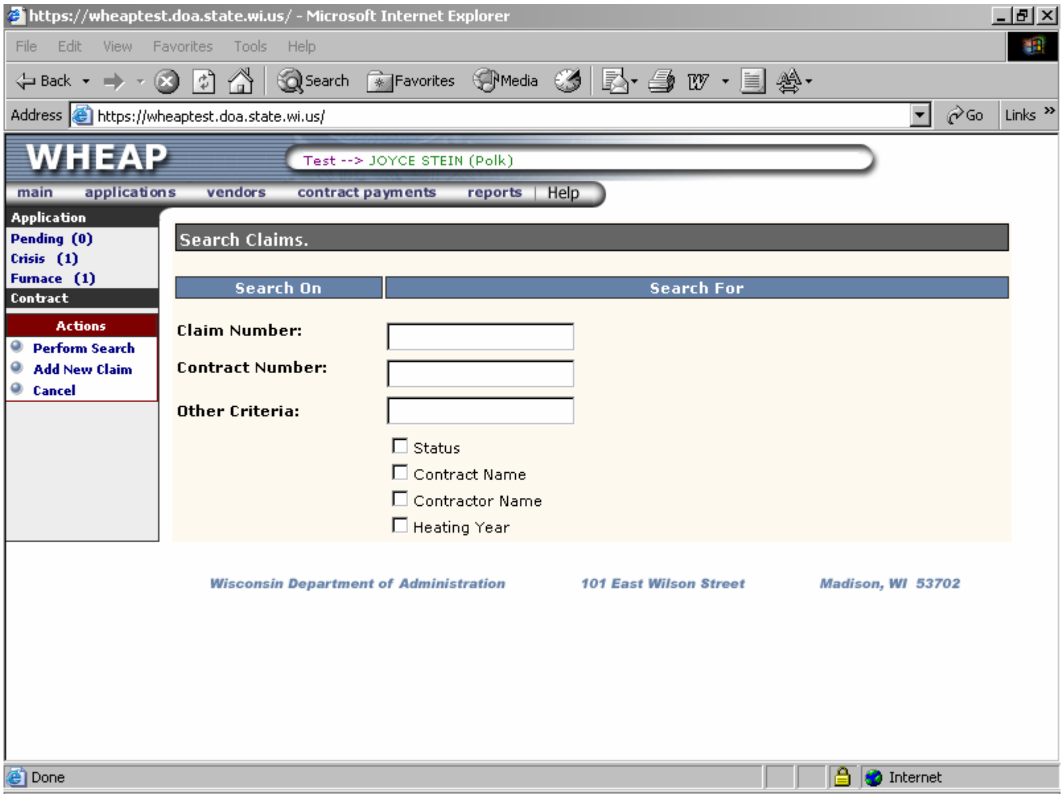
D. HOW TO CREATE A CLAIM

After logging on at the WHEAP Home page at http://wheap.doa.state.wi.us/, go to "Contract Payments" located on the blue menu bar. Start with the "Contract Payments" by placing the cursor over "Contract Payments." Then place the cursor over "Claim" and click on "Claim." (See Screens #1 and Screen #2.)

SCREEN #1- WHEAP HOME PAGE

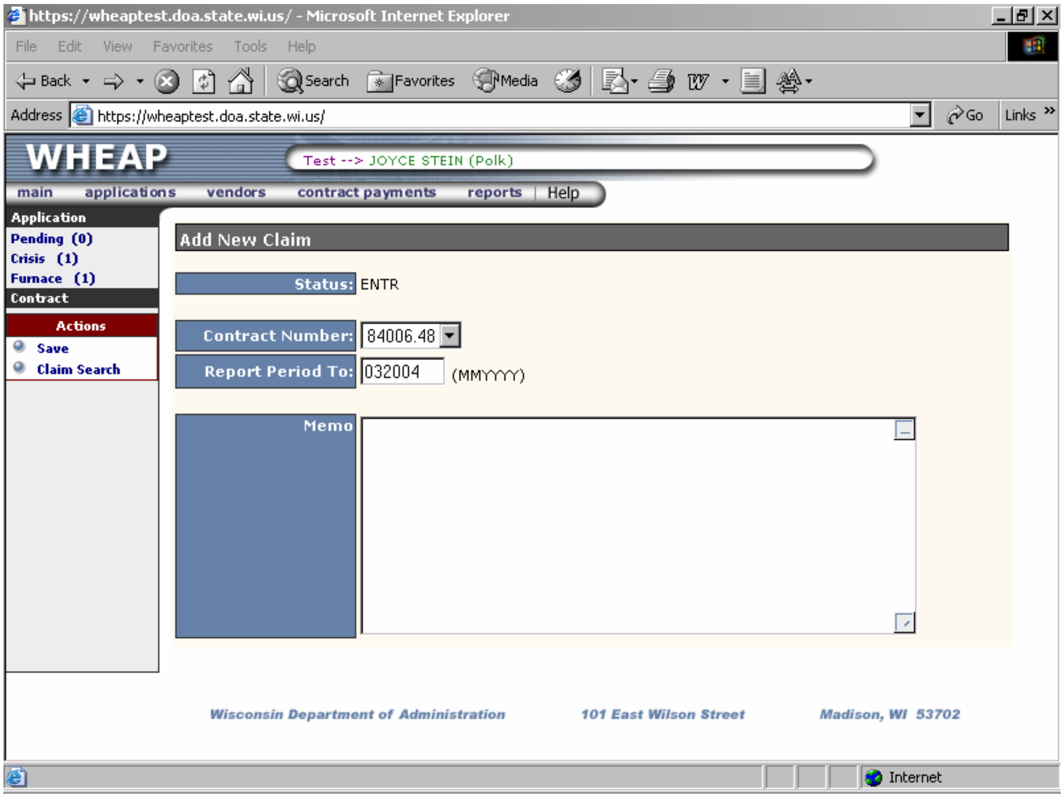


SCREEN #2- SEARCH CLAIMS



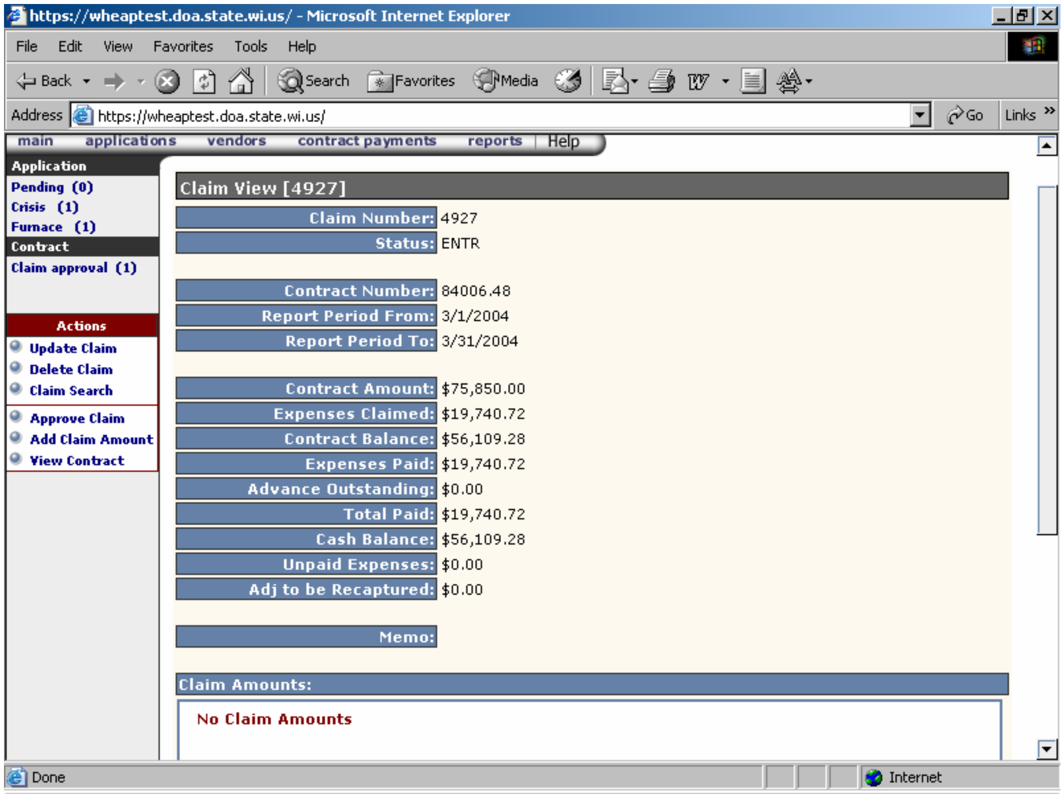
Select "Add New Claim'" located on the Actions tool bar and Screen #3 will appear:

SCREEN #3 – ADD NEW CLAIM



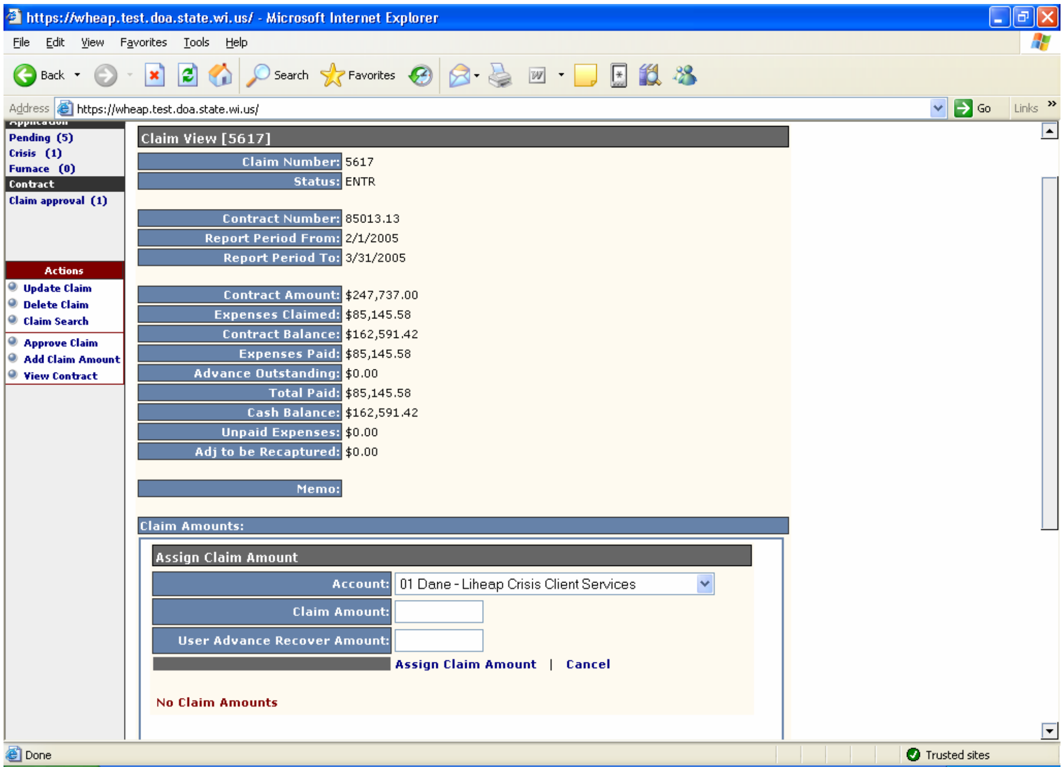
1. Select the contract number from the drop down list. The contract numbers available will be in the list.
2. Enter the "Report Period to" by entering in the format of MMYYYY. The 'Report Period To' date must be grater than the 'Report Period To' date of the most recently paid claim. The Contract Payment System only allows one payment per month per agency. The 'Report Period To' date is the ending date of the time frame for claimed activities.
3. If entering more than one month of expenses, use the Memo area to enter the amount for each contract line by month. Select "Save" on the Action tool bar and Screen #4 will appear:

SCREEN #4 – CLAIM VIEW

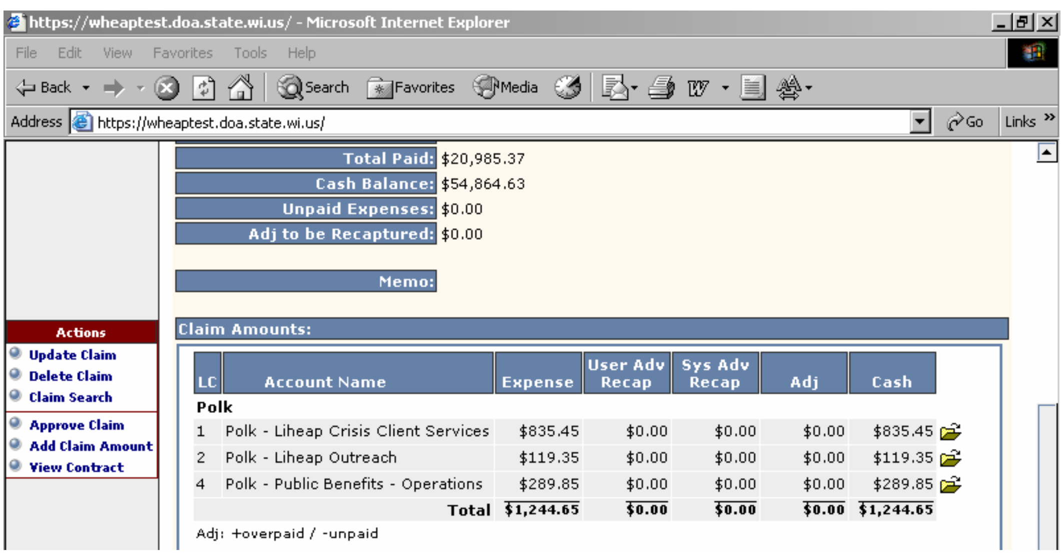


4. On the Action tool bar click on ‘Add Claim Amount’. Select an Account line, from the drop-down list. Then in the ‘Claim Amount’ box enter the expense amount.
5. Click on “Assign Claim Amount” in the Claims Amount box and this will enter the amount claimed for that line.
6. Repeat 4 and 5 for each expense line used.
7. “Zero” can not be entered as an amount. If no amount is to be claimed, skip that account line and use the drop down list to go to the next account line.

SCREEN #5 – ADD CLAIM AMOUNTS



SCREEN # 6 – APPROVE CLAIM



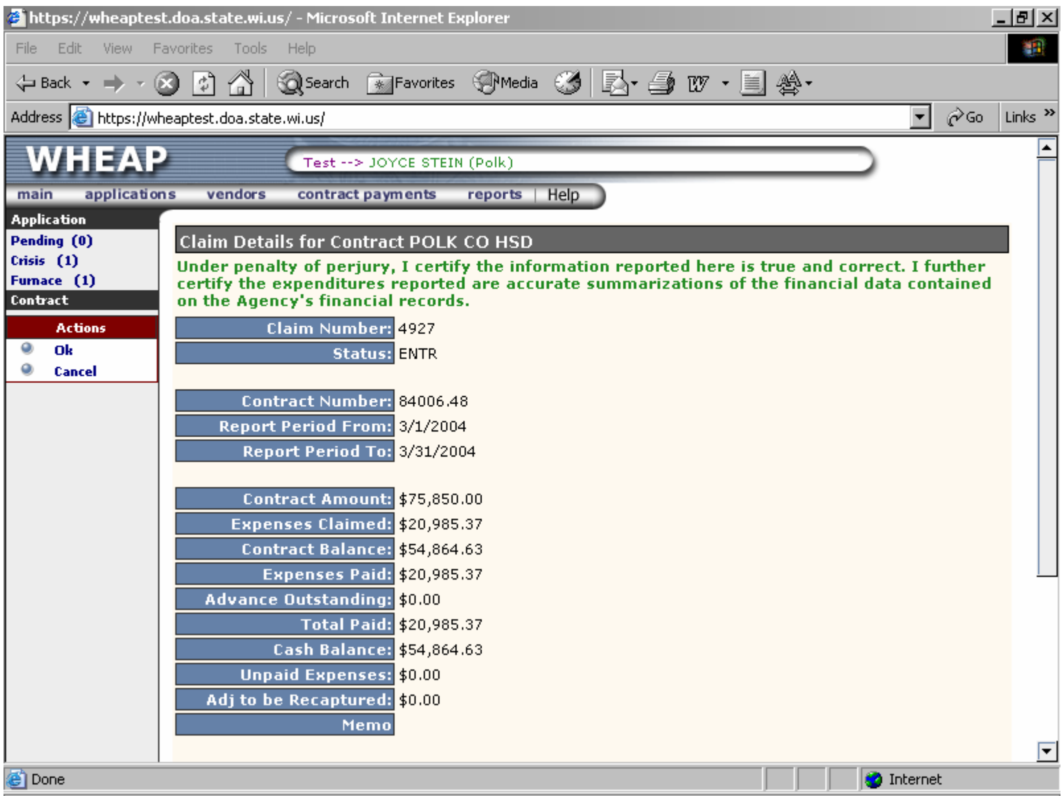
LC	Account Name	Expense	User Adv Recap	Sys Adv Recap	Adj	Cash
Polk						
1	Polk - Liheap Crisis Client Services	$835.45	$0.00	$0.00	$0.00	$835.45
2	Polk - Liheap Outreach	$119.35	$0.00	$0.00	$0.00	$119.35
4	Polk - Public Benefits - Operations	$289.85	$0.00	$0.00	$0.00	$289.85
	Total	$1,244.65	$0.00	$0.00	$0.00	$1,244.65

Adj: +overpaid / -unpaid

Once all amounts have been entered, the claim is ready to be “Approved.” Select “Approve Claim” on the Actions tool bar. (See Screen #6)

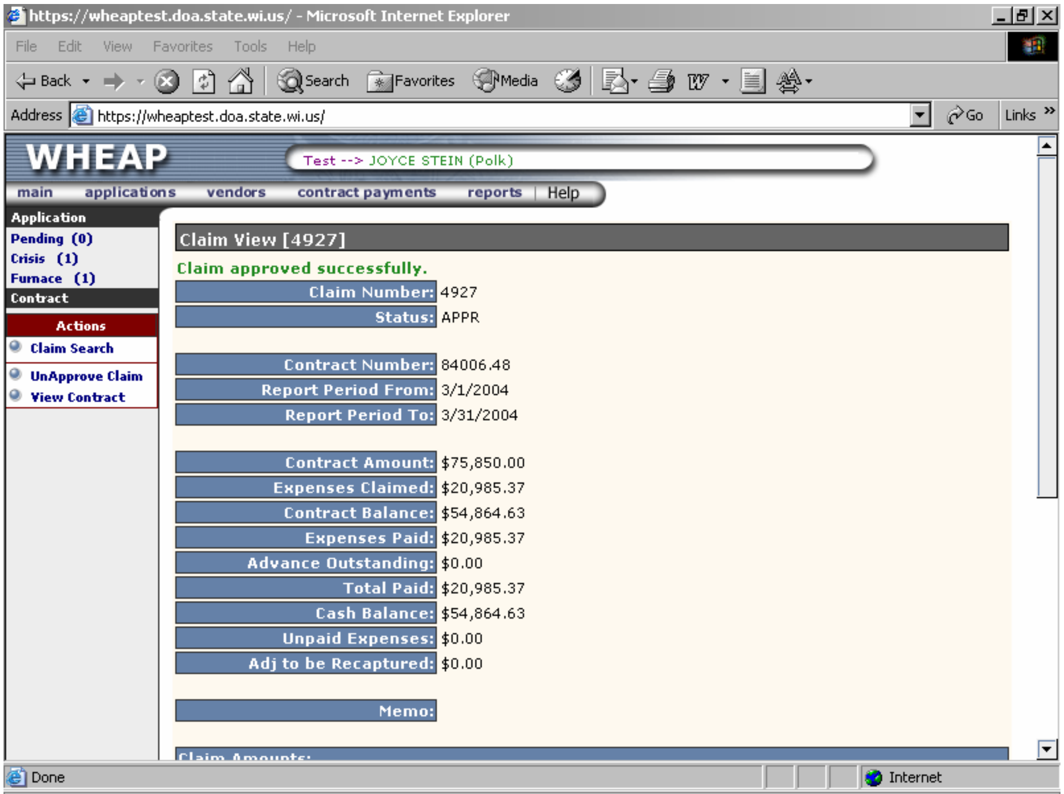
Note: The ‘Approve Claim’ function is only available to authorized agency staff.

SCREEN #7 – CERTIFCATION PAGE



Selection of ‘Cancel,’ on the Action tool bar, will leave the claim in the ‘ENTR’ status until the claim is approved (APPR status). With the selection of ‘Ok’ on the Actions tool bar, the user is certifying that the information entered is correct. When the claim has been “approved,“ the following screen appears:

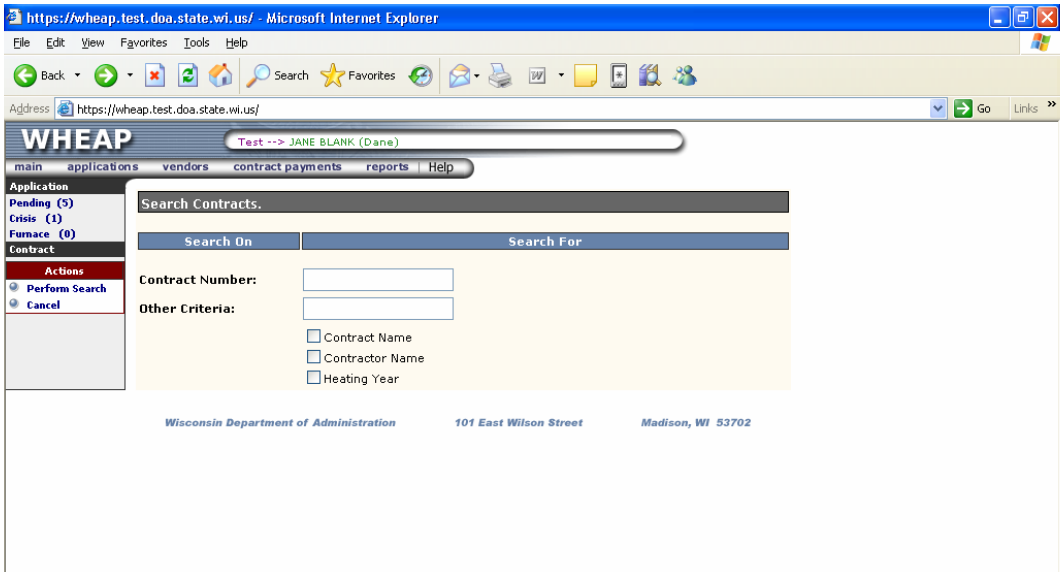
SCREEN #8 – CLAIMED APPROVED



Only claims with APPR status on the 12th and/or 26th of each month will be paid.

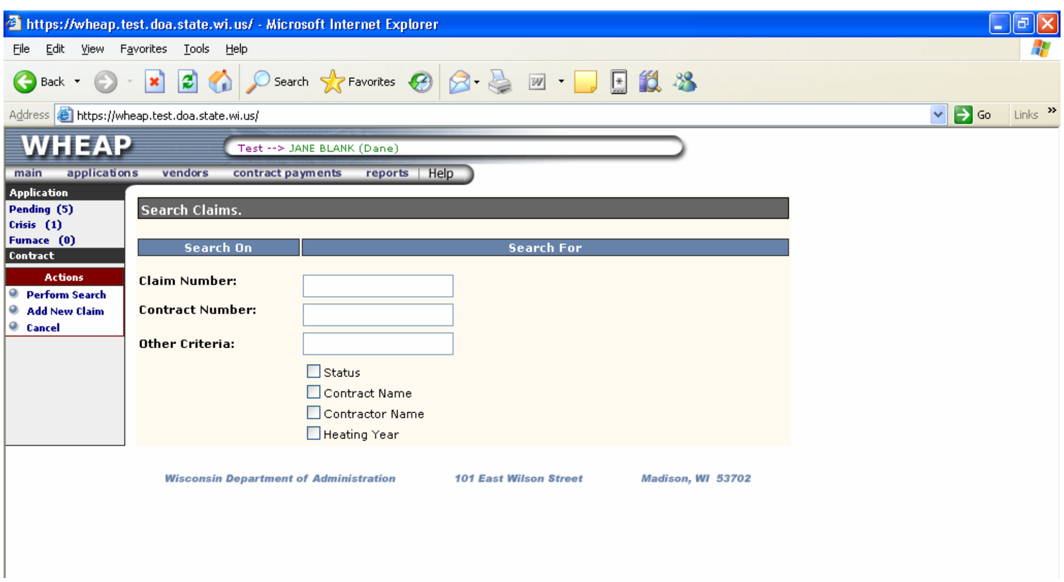
If changes are needed prior to the extraction, query the claim using the 'Search Contracts' function found under the 'Contract Payments/Contract.'

SCREEN #9 CONTRACT SEARCH

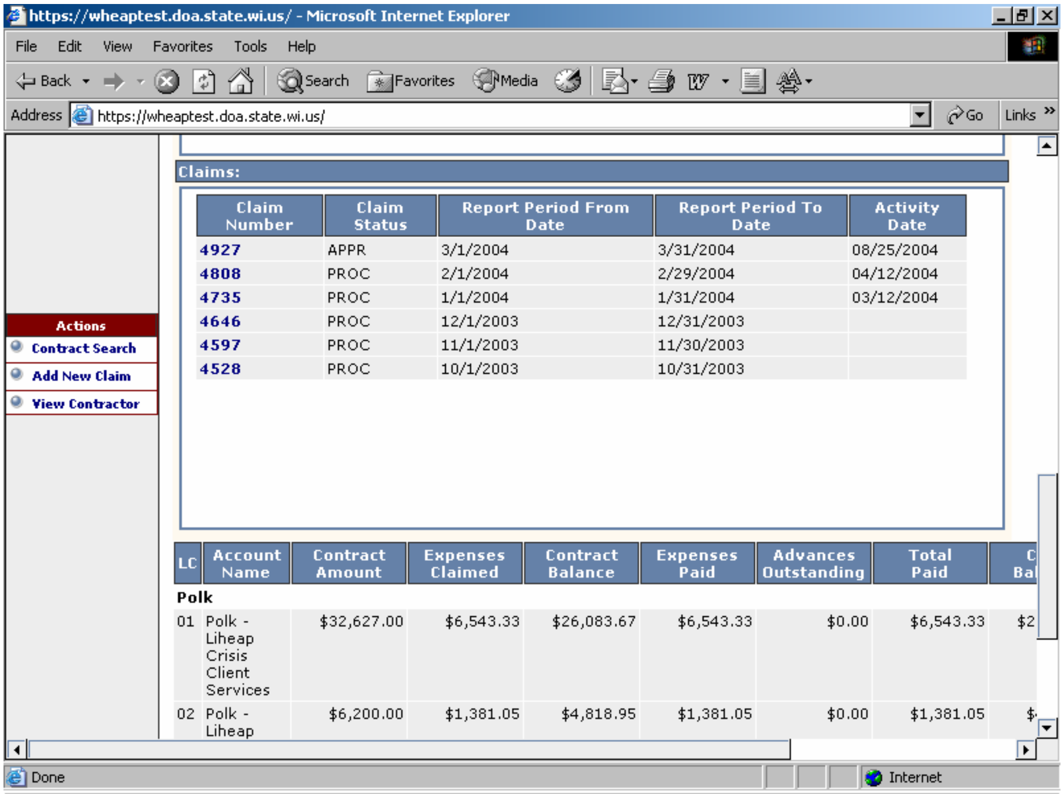


Claims may also be queried by using the 'Search Claims' function found under the 'Contract payments'/'Claim' search.

SCREEN #10 CLAIM SEARCH



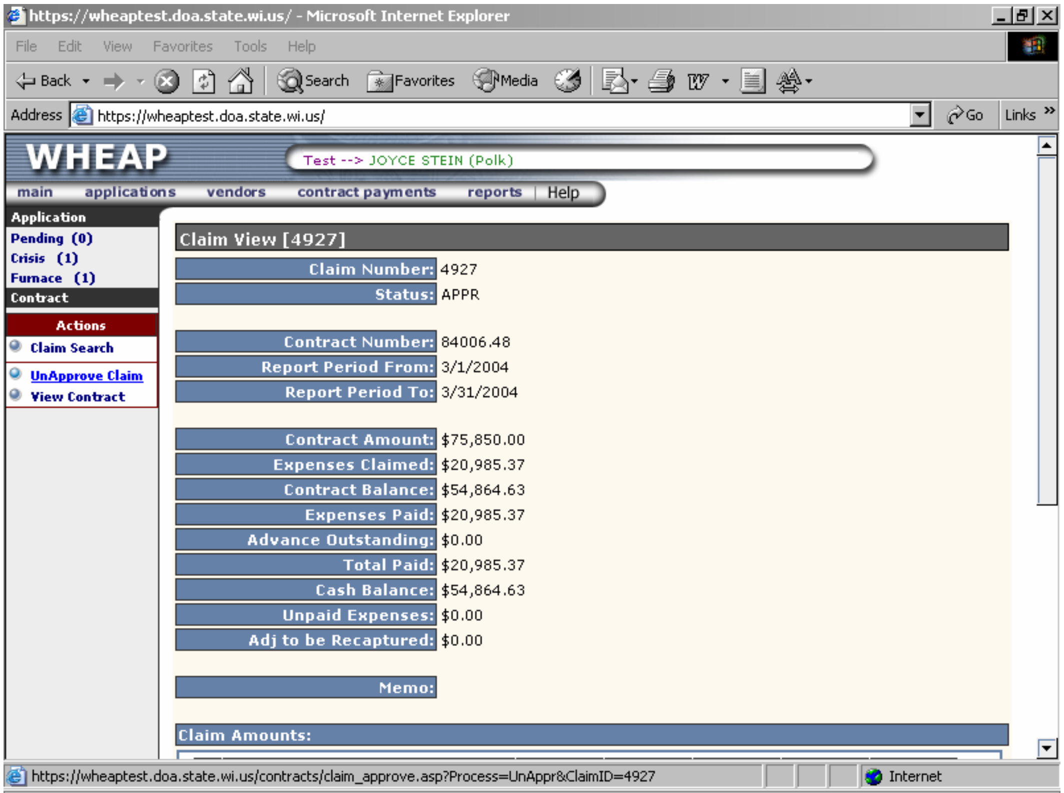
SCREEN # 11 – LIST OF CLAIMS



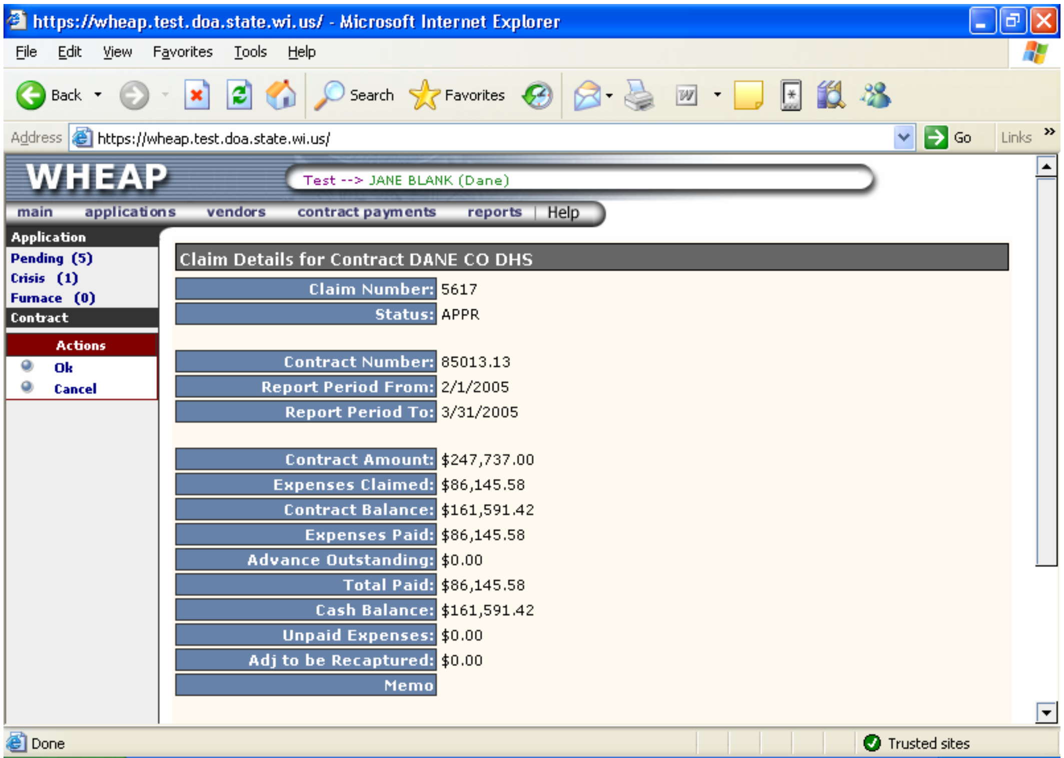
When using the 'Contract Search' to query the claim, the claims are located near the bottom of the page (It may be necessary to scroll down the screen, using the scroll bar on the right side of the screen).

Click on the claim number in 'APPR' status and the screen to 'Unapprove Claim' will come up. (Screen #12 on next page.) Select "Unapprove Claim" in the Actions tool bar. The 'Unapprove Claim' is available only to agency authorized staff.

SCREEN #12 – UNAPPROVE CLAIM



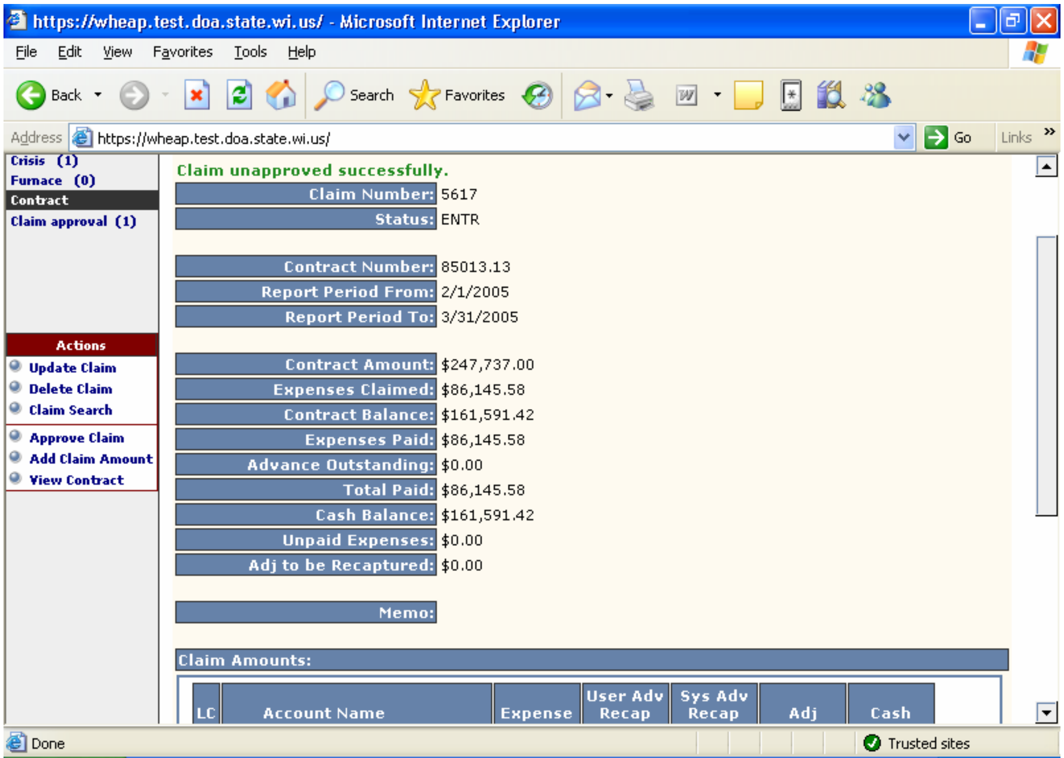
SCREEN #13 – "OK" TO UNAPPROVE, CANCEL TO UNAPPROVE



Selection of "OK" on the actions Tool Bar changes the claim to "unapproved" (ENTR).

Selection of "Cancel" on the Actions Tool Bar will keep the claim approved (APPR).

SCREEN #14 – UNAPPROVED CLAIM



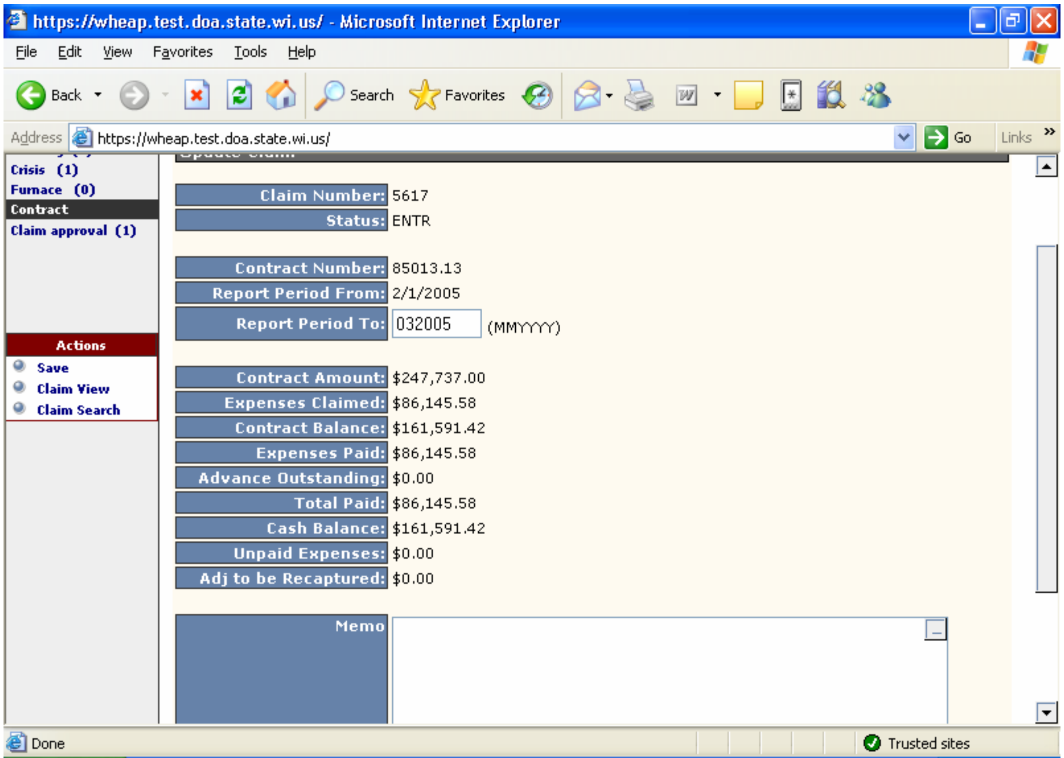
Once the claim is back in "ENTR" status, edits can be made to:

1. Update the claim;
2. Delete the claim;
3. Approve the claim;
4. Add claim amount.

All of these options are on the Action tool bar once the claim has been put back to "ENTR" status. (See Screen #15 on the next page.)

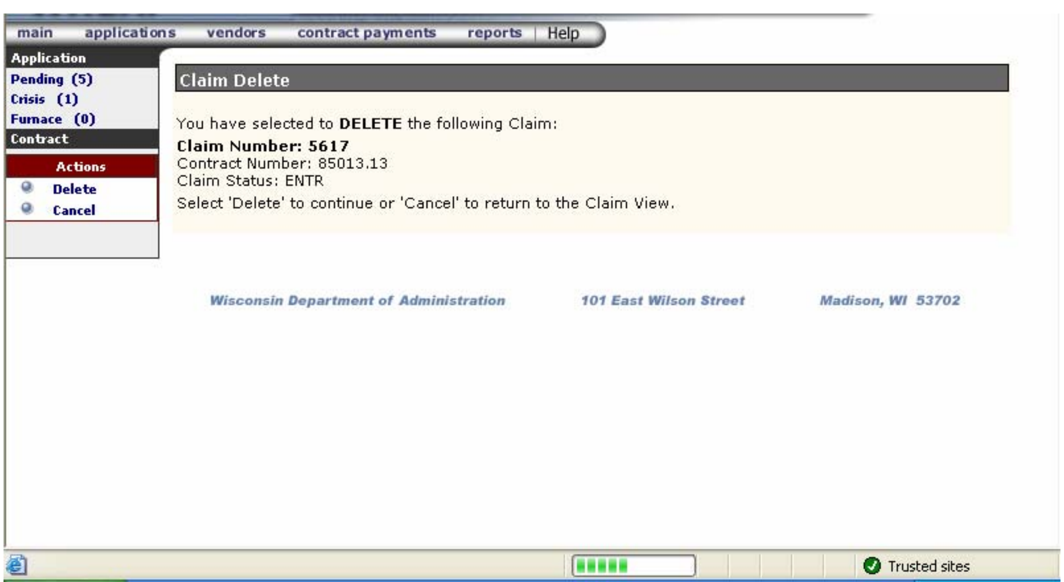
'Update Claim' allows changes only to the 'Report Period To' and to the 'Memo.'

SCREEN #15 – UPDATE CLAIM



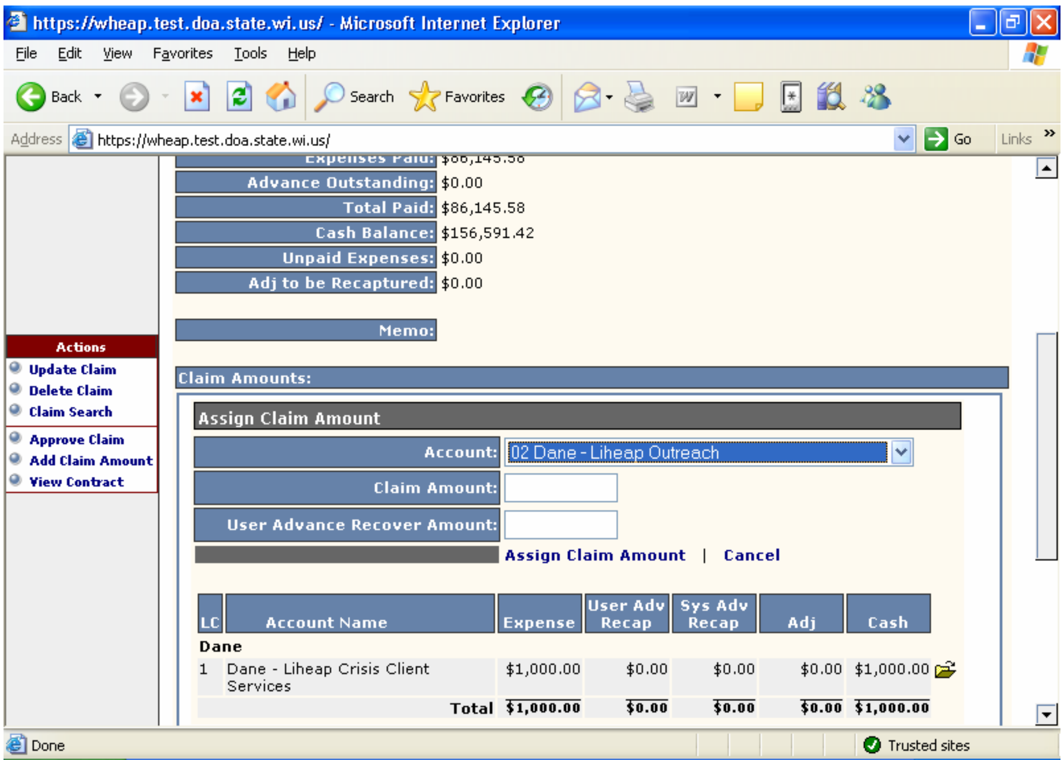
Once updates have been performed click on 'Save.'

SCREEN #16 – DELETE CLAIM



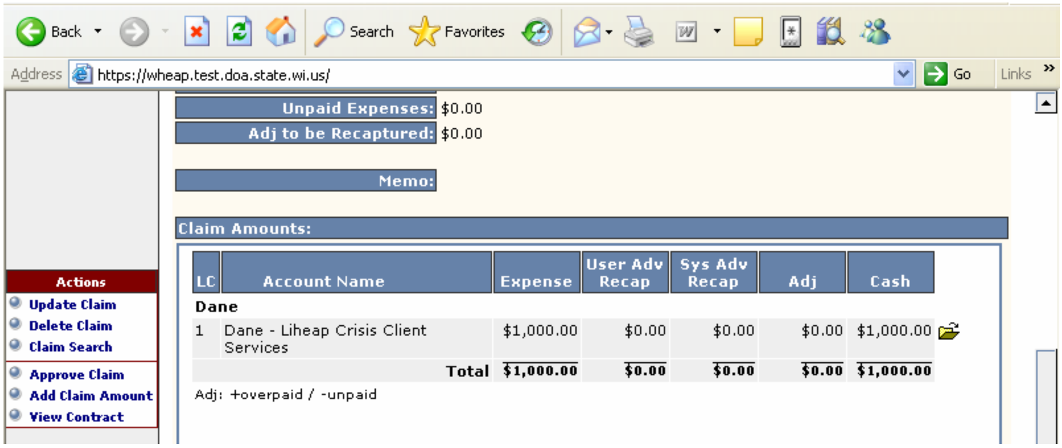
The WHEAP System provides an additional check to ensure the delete function is intended. Selection of 'Delete' on the Actions Tool Bar finalizes the deletion process. Selection of 'Cancel' on the Actions Tool Bar cancels the deletion process and returns to the Claim View page and puts the claim in the 'ENTR' status.

SCREEN #17 – UPDATE CLAIM AMOUNT



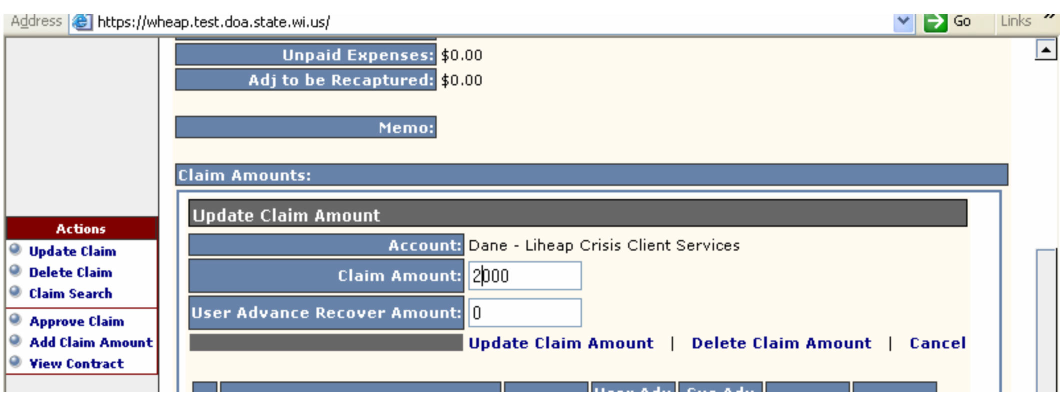
From the Actions Tool Bar select 'Add Claim Amount' to add an account line not already included in the c he example above (Screen #17), line 01 has is included in the claim, lines 2-4 may be added.

SCREEN #18 – APPENDING CLAIM AMOUNTS



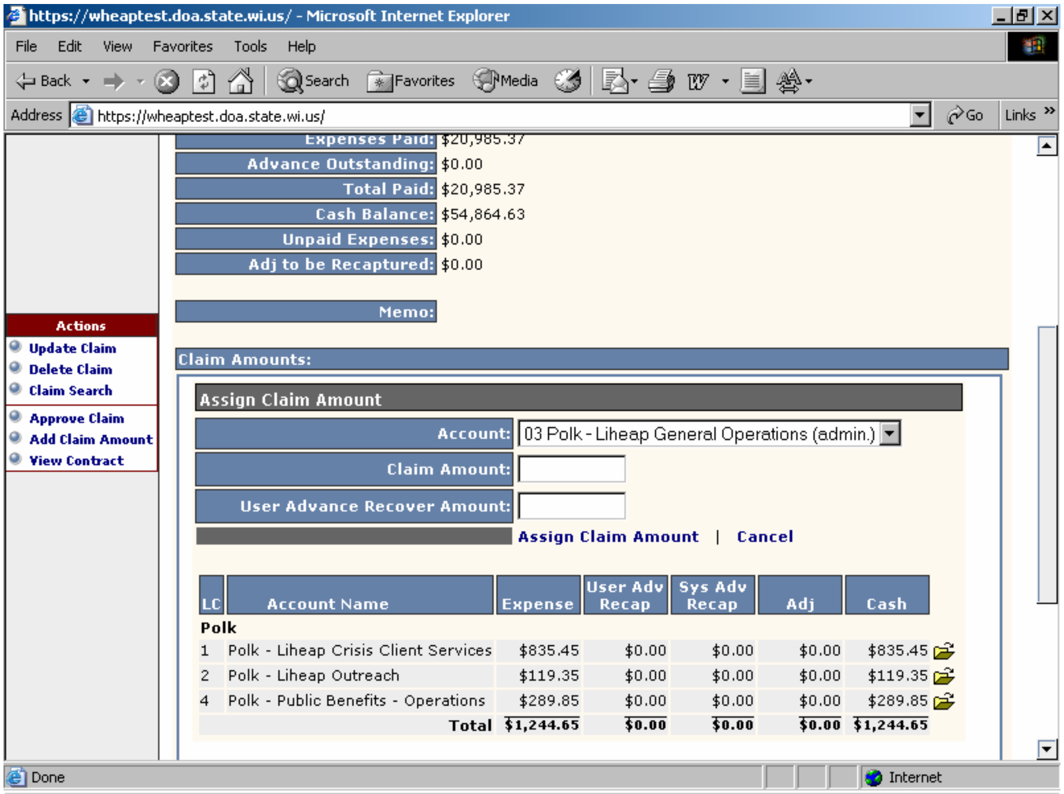
From this screen, amounts on existing lines can be adjusted. Example: If the amount for line 01 is incorrect, click on the folder to the far right of that line. Screen # 19 will then appear.

SCREEN #19 – UPDATE CLAIM AMOUNT



Make the necessary changes, then click on 'Update Claim Amount.' This action is needed when one month of activity has been claimed, approved, but not yet processed and a need exists to add another month's expenses. Example, an unprocessed January claim exists and a need arises to also claim February expenses. The February expenses should be manually added to the January expenses. The sum of the two months is the value that must be entered in the 'Claim Amount' box. To update other existing account lines, follow the same steps.

SCREEN #20 – APPROVE CLAIM

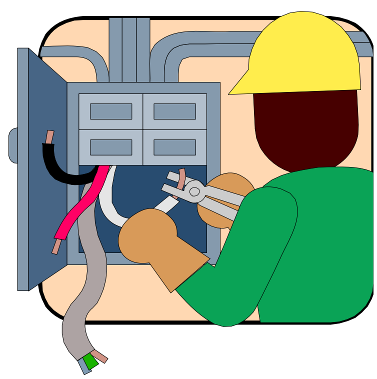


After all updates are performed, selection of 'Approve Claim' from the Actions Tool Bar returns the claim to APPR status. The claim will then process on the next 12th/26th of the month.

APPENDIX

FURNACE REPLACEMENTS

SPECIFICATIONS



WISCONSIN DEPARTMENT OF ADMINISTRATION
Division of Energy
Energy Assistance Bureau

Revised June 2006

FURNACE REPAIR AND REPLACEMENT SPECIFICATIONS

GENERAL SPECIFICATIONS

1. All work will be completed in a professional manner.
2. All materials will be installed to manufacturer specifications.
3. All materials and labor must carry a one-year warranty from the date of final inspection.
4. The existing unit and all debris must be removed from the job site and properly disposed of.
5. All work will follow applicable codes and regulations.
6. All building permits are the responsibility of the contractor.
7. The Energy Assistance Bureau Director or his designate will be the final authority for any questions regarding these specifications and measures.
8. Provide a description to occupants of maintenance and operation of system, including an owner's manual.
9. Use existing distribution system to the extent possible.
10. Use existing gas supply line.
11. Install properly sized units according to UDC or an equivalent sizing formula.
12. Install a condensate pump where needed to reach an appropriate drain.
13. Seal openings in chimneys where atmospheric vented appliances are eliminated. Indicate with a written notice on the chimney, where sealed, that the chimney is no longer functional.
14. Replace oil filters.
15. Provide occupant with 6 additional furnace filters, or a permanent cleanable filter, for forced air systems.
16. All forced air systems must have a filter cover.
17. For all heating system work, including replacements, a tag shall be prominently affixed to the heating unit identifying who the

customer should call for service. The tag information must have the name, address and telephone number of the service organization.

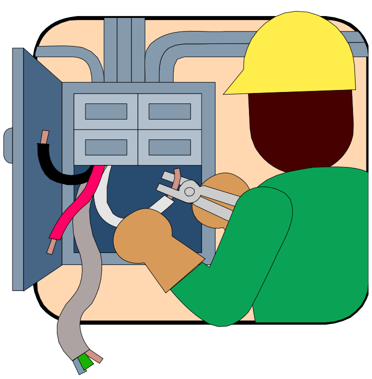
18. All replacement heating systems except wood burning units must meet the following minimum efficiency standards as listed in the latest edition of the GAMA Directory of Furnace and Boiler Efficiency.

Mobile Home Units	= > 79% AFUE Oil = > 90% AFUE Gas
Oil-Fired Boilers	= > 83% AFUE
Gas -Fired Boilers	= > 83% AFUE
Oil Furnaces	= > 83% AFUE
Natural Gas/LP Furnaces	= > 90% AFUE *****

*System must be Energy Star qualified

FURNACE REPLACEMENT

CHECKLISTS



WISCONSIN DEPARTMENT OF ADMINISTRATION Revised June 2006
Division of Energy
Energy Assistance Bureau

Natural Gas and Propane Replacement Furnace Check List

For generally accepted ranges see reverse side

Customer:	Contractor:
Telephone:	Brand/Model #
WHEAP County or WisWAP BID:	Serial #:
	Date Installed:

Inspection/Adjustments PMI=per manufacturer's specifications.

(✓ box, enter test result or enter requested number as item is inspected or completed. Indicate "NA" if non-applicable.)

________ Installation information sticker *(installer name, phone number, date)*

________ Warranty and manual in envelope attached to the furnace cabinet

________ Sizing calculated for the new furnace: Btus Input: __________ Measured Input: __________

________ Gas Pressure in Inches of water column (IWC): Input: __________ Manifold: __________

________ Electrical: _____ Working safety switch on/in reach of furnace _____ Dedicated circuit and fused disconnect

________ Set Heat Anticipator (thermostat) to amperage measured in control circuit or PMI

________ Furnace elevated off floor

________ Gas Piping: ________ Sized for Btu's All Appliances ________ No Supply Leaks
________ Sediment Trap Present ________ Shut-off Present

________ Condensate properly drained per local code and PMI

________ Combustion Air Pipe Properly Installed, Terminated and Supported (PMI)

________ Exhaust Piping Properly Installed, Terminated and Supported (PMI)

________ Filter: _____ Slot Covered/Sealed _____ Replacement Left/Permanent Installed _____ Filter Easy Removal

________ Distribution plenum sealed; all major duct leaks properly sealed per specs

________ Orphaned Water Heater has proper draft

Performance Testing

(Enter test result. Indicate "N/A" if installation is a space heater.)

Steady State Efficiency Test						**Distribution Static Pressure**				
Adjust to achieve performance standards (Table 3-2)						Measured in supply and return plenums: PMI				
SSE	O_2	CO	Flue F°	PMI AFUE		Return Pressure	Supply Pressure	Air Flow Rate	Total Pressure	PMI Max. TESP

Temperature Rise

PMI Instructions – If no instruction follow specifications on reverse side

Supply °F	Return °F	Total Rise (Supply – Return)	PMI Range

I certify that the visual inspection and the performance tests were completed as indicated.

____

Installer's Signature Date

I certify that the heating system was installed to my satisfaction on the date indicated.

____

Customer's Signature Date

Natural Gas and Propane Gas Specifications

Generally accepted ranges, excerpted from the Weatherization Installation Guide.
Note: Always follow manufacturer's specifications if they differ from listed specifications.

Table 3-2: Combustion Standards for Gas-Burning Equipment

Gas Combustion Performance Indicator	<75 AFUE	80+ AFUE	90+ AFUE
Oxygen (%O_2)	5-10%	4-9%	4-9%
Stack temperature (°F)	350°-475°	325°-450°	90°-120°
Carbon monoxide (CO) parts per million (ppm)	≤ 100 ppm	≤ 100 ppm	≤ 100 ppm
Steady-state efficiency (SSE) (%)	68-74%	80-82%	92-97%
Gas Pressure (IWC)	3.2-4.0 IWC*	3.2-4.0 IWC*	3.2-4.0 IWC*
Propane pressure (IWC)	10-11 IWC*	10-11 IWC*	10-11 IWC*
Supply temperature (°F)	120°-140°	120°-140°	95°-140°
*per manufacturer's instructions (PMI)			

Table 3-3: Combustion Standards for Gas Forced Air Furnaces

Performance Indicator	SSE 70+	SSE 80+	SSE 90+
Carbon monoxide (CO) (ppm)	≤ 100 ppm	≤ 100 ppm	≤ 100 ppm
Stack temperature (°F)	350°-475°	325°-450°	≤ 120°
Temperature rise (°F)	40-70°	40-70°	30-70°
Oxygen (%O_2)	5-10%	4-9%	4-9%
Gas Pressure (IWC)	3.2-3.9 IWC*	3.2-3.9 IWC*	3.2-3.9 IWC*
Propane pressure (IWC)	10-11 IWC*	10-11 IWC*	10-11 IWC*
Steady-state efficiency (SSE) (%)	72-78%	78-82%	92-97%
*per manufacturer's instructions (PMI)			

Temperature Rise

[Average supply F° (front left+front right+back left+back right/4) minus return F°]

		Supply F°			Total
+	+	+	+	=	
Total Supply	Average Supply	Return F°:-	Supply-Return F° Rise:		PMI Range
	/4=	-			

Acceptable Draft Test Readings for Gas Appliances with Respect to Outdoor Temperature

°F	<20	21-40	41-60	61-80	>80
pa.	-5	-4	-3	-2	-1
IWC.	-.02	-.016	-.012	-.008	-.004

Oil Replacement Furnace Check List

For generally accepted ranges see reverse side

Customer:	Contractor:
Telephone:	Brand/Model #
WHEAP County or WisWAP BID:	Serial #:
	Date Installed:

Inspection/Adjustments PMI=per manufacturer's specifications.

(✓ box, enter test result or enter requested number as item is inspected or completed. Indicate "NA" if non-applicable.)

________ Installation information sticker *(installer name, phone number, date)*

________ Warranty and manual in envelope attached to the furnace cabinet

________ Sizing calculated for the new furnace: Btus Input: __________ Measured Input: __________

________ Nozzle calculated for furnace: Size installed: __________

________ Electrical: _____ Working safety switch on/in reach of furnace _____ Dedicated circuit and fused disconnect

________ Set Heat Anticipator (thermostat) to amperage measured in control circuit or PMI

________ Furnace elevated off floor

________ Check clearances of heating unit and its vent connector to nearby combustibles per NFPA 31

________ Flue draft: __________ (before barometric damper 10-15 Pa or 0.04-0.06 IWC or PMI)

________ Over fire draft: __________ (must be a minimum of 5 Pa or 0.02 IWC or PMI)

________ Barometric Damper Control Operates Properly

________ Chimney inspected for compliance with NFPA 211

________ Fuel Supply: _____ New Fuel Filter _____ Purged Fuel Lines _____ No Leaks _____ Tank Lines Comply with NFPA 31

________ Oil Pressure: PMI _____ PSI

________ Filter: _____ Slot Covered/Sealed _____ Replacement Left/Permanent Installed _____ Filter Easy Removal

________ Distribution plenum sealed; all major duct leaks properly sealed per specs

Performance Testing

(Enter test result. Indicate “N/A” if installation is a space heater.)

Steady State Efficiency Test							Distribution Static Pressure				
Adjust to achieve performance standards (Table 3-2)							Measured in supply and return plenums: PMI				
SSE	O_2	CO	Smoke	Flue F°	PMI AFUE		Return Pressure	Supply Pressure	Air Flow Rate	Total Pressure	PMI Max. TESP

Temperature Rise

PMI Instructions – If no instruction follow specifications on reverse side

Supply °F	Return °F	Total Rise (Supply – Return)	PMI Range

I certify that the visual inspection and the performance tests were completed as indicated.	*I certify that the heating system was installed to my satisfaction on the date indicated.*
Installer’s Signature Date	Customer’s Signature Date

Fuel Oil Heating System Specifications

Generally accepted ranges, excerpted from the Weatherizatioan Installation Guide.
Note: Always follow manufacturer's specifications if they differ from listed specifications.

Table 3-6c: Minimum Combustion Standards-Oil Burning Appliances

Oil Combustion Performance Indicators	Non-Flame Retention	Flame Retention
Oxygen (% O_2)	6-9%	5-9%
Stack temperature (˚F)	325°-550°	300°-550°
Carbon monoxide (CO) parts per million (ppm)	≤ 100 ppm	≤ 100 ppm
Steady-state efficiency (SSE) (%)	≥ 75%	≥ 80%
Smoke number (1-9)	≤ 2	≤ 1
Excess air (%)	≤ 80%	≤ 35%
Oil pressure pounds per square inch (psi)	≥ 100 psi	≥ 100-150 psi*
Over fire draft (Pascals or IWC negative)	5 Pa. or .02 IWC	5 Pa or .02 IWC
Flue draft (Pascals or IWC negative)	10-15 Pa. or 0.04-0.1 IWC *	10-15 Pa. or 0.04-0.1 IWC *
*per manufacturer's instructions (PMI)		

Temperature Rise

[Average supply F° (front left+front right+back left+back right/4) minus return F°)]

Supply F°				Total
+	+	+	+	=
Total Supply	Average Supply	Return F°:-	Supply-Return F° Rise:	PMI Range
	/4=	-		

Hot Water Boiler Replacement Check List

For generally accepted ranges see reverse side

Customer:	Contractor:
Telephone:	Brand/Model #
WHEAP County or WisWAP BID:	Serial #:
	Date Installed:

Boiler Fuel Type *(check appropriate box)***:** ❑ Natural Gas ❑ LP ❑ Oil

Inspection/Adjustments PMI=per manufacturer's specifications.

(✓ box, enter test result or enter requested number as item is inspected or completed. Indicate "NA" if non-applicable.)

________ Installation information sticker *(installer name, phone number, date)*

________ Warranty and manual in envelope attached to the boiler cabinet

________ Sizing calculated for the new boiler: Btus Input: __________ Measured Input: __________ Nozzle Size: __________

________ Electrical: _____ Working safety switch on/in reach of furnace _____ Dedicated circuit and fused disconnect

________ Boiler elevated off floor

________ Gas Piping: _______ Sized for Btu's All Appliances _______ No Supply Leaks
_________ Sediment Trap Present _______ Shut-off Present

________ Fuel Supply: ____ New Fuel Filter ____ Purged Fuel Lines ____ No Leaks ____ Tank Lines Comply with NFPA 31

________ Pressure: PSI PMI Oil: __________ Gas Input: __________ Manifold: __________

________ Installed pressure relief valve: PMI

________ Vent and air intake properly installed or barometric damper control operates properly: PMI

________ Inspect and bleed air from radiators and the entire system

________ Check clearances of heating unit and its vent connector to nearby combustibles [Gas: International Fuel Gas Code (INGC) Oil: NFPA 311]

________ Installed: Indicate devices installed. Steps must be taken to prevent condensation in non-condensing units.

Air excluding device: _______ Automatic fill valve: _______ Mixing valves: _______

Backflow preventer: _______ Piping bypasses: _______ Other: _______

________ Condensate properly drained per local code and PMI

________ Expansion tank properly sized for system Tank air pressure: _________

Performance Testing

(Enter test result or ✓ blank, as applicable. Indicate 'NA' if non-applicable.)

Heat Anticipator: Set to amperage measured in control circuit or PMI for adjusting cycle length. Setting:

Steady State Efficiency Test

SSE	O^2	CO	Smoke	Intake F°	Outlet F°
Water Temperature		Supply F°:		Return F°:	

PMI AFUE

Draft Measurement: **Oil:** Measure draft between barometric damper and collar; at over fire.
Gas: Halfway between collar and chimney. Pascals or IWC

Oil:	Flue:		Over fire:		Gas:	Flue:		NA:	

I certify that the visual inspection and the performance tests were completed as indicated.

____

Installer's Signature Date

I certify that the heating system was installed to my satisfaction on the date indicated.

____

Customer's Signature Date

Boiler Natural Gas, LP & Fuel Oil Specifications

Generally accepted ranges, excerpted from the Weatherization Installation Guide.

Note: Always follow manufacturer's specifications if they differ from listed specifications.

Table 3-2: Combustion Standards for Gas-Burning Equipment

Gas Combustion Performance Indicator	<75 AFUE	80+ AFUE	90+ AFUE
Oxygen (%O_2)	5-10%	4-9%	4-9%
Stack temperature (°F)	350°-475°	325°-450°	90°-120°
Carbon monoxide (CO) parts per million (ppm)	≤ 100 ppm	≤ 100 ppm	≤ 100 ppm
Steady-state efficiency (SSE) (%)	68-74%	80-82%	92-97%
Gas Pressure (IWC)	3.2-4.0 IWC*	3.2-4.0 IWC*	3.2-4.0 IWC*
Propane pressure (IWC)	10-11 IWC*	10-11 IWC*	10-11 IWC*
Return Water Temperature (°F)	>130 (°F)	>130 (°F)	

*pmi=per manufacturer's instructions

Acceptable Draft Test Readings for Gas Appliances with Respect to Outdoor Temperature

°F	<20	21-40	41-60	61-80	>80
pa.	-5	-4	-3	-2	-1
IWC.	-.02	-.016	-.012	-.008	-.004

Table 3-6c: Minimum Combustion Standards-Oil Burning Appliances

Oil Combustion Performance Indicators	Non-Flame Retention	Flame Retention
Oxygen (%O_2)	6-9%	5-9%
Stack temperature (°F)	325°-550°	300°-550°
Carbon monoxide (CO) parts per million (ppm)	≤100 ppm	≤100 ppm
Steady-state efficiency (SSE) (%)	≥75%	≥80%
Smoke number (1-9)	≤2	≤1
Excess air (%)	≤80%	≤35%
Oil pressure pounds per square inch (psi)	≥100 psi	≥100-150 psi*
Over fire draft (Pascals or IWC negative)	5 Pa. or .02 IWC	5 Pa or .02 IWC
Flue draft (Pascals or IWC negative)	10-15 Pa. or 0.04-0.1 IWC *	10-15 Pa. or 0.04-0.1 IWC *
Return Water Temperature-Non-condensing (°F)	>150 (°F)	>150 (°F)

*per manufacturer's instructions (PMI)